

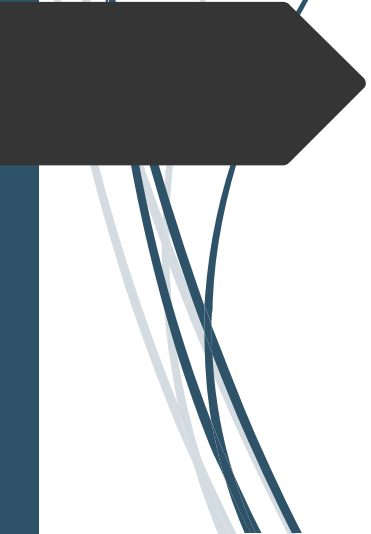
Assessment 1: Group
Presentation (Greenfield
Home Care Agency)

Programme: Certificate of
Higher Education in
Health and Social Care

Lecturer name: Sam
Parker

Digital Skills and Research Method LCHS4007

Enhancing staff training and professional communication at Greenfield Care Agency



Student Name	Number
Tetiana Maslii	2524365
Hilal Bahar	2531586
Tatiana Ruiz	2518161
Nicole Dinis	2532866



Content

- ☐ Introduction
- ☐ Microsoft 365 productivity
- ☐ Microsoft 365 communication or collaboration tool
- ☐ Digital safety action plan for Greenfield
- ☐ Conclusion
- ☐ Reference

Group Member 1: Introduction

Greenfield Home Care Agency

Aim:

Analyse how Microsoft Excel impacts of efficiency at Greenfield Home Care Agency:

- The staff cares for older adults.
- The staff manage care and medication records
- Technology improves organization for healthcare.



Evaluate productivity tools

Microsoft Excel

Current process	Using Excel
Medical records on paper	Keeping digital records
Manual staff rotas	Planned schedules
Difficult to update the information	Quicker access to information

(Kruse et al., 2017)

Examples of how Excel spreadsheets can be used in Greenfield Home Care Agency

Medication Record

Resident	Medication	Time	Staff
Kelly Bryzer	Ibuprofen	7:30 am	Katy
Mark Smith	Paracetamol	9:00 am	Sany
Oliver Kry	Ursofalk	10:00 am	Marii

Staff Schedule

Staff	Position	Shift
Sara	Admin	09-16
Kim	Care Assistant	08-15
Ema	Nurse	08-16

Benefits and limitations

Benefits

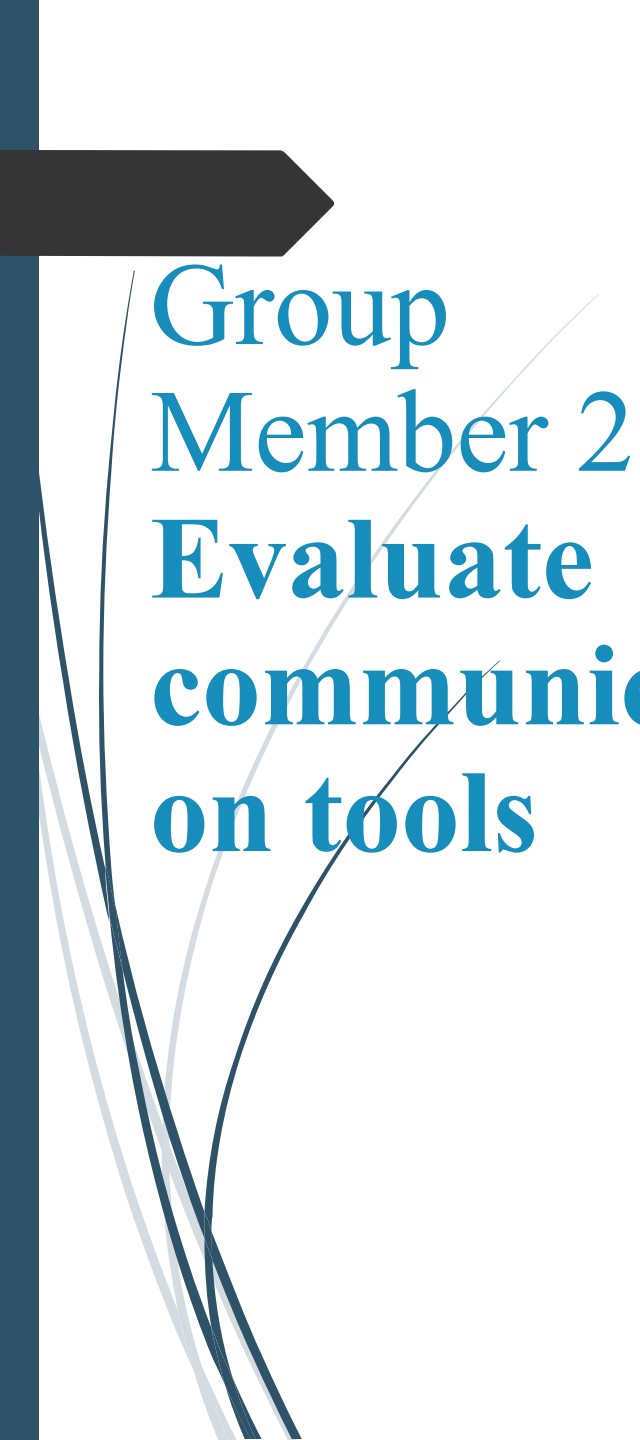
- **Reduce paperwork**
- **Faster reporting for managers**
- **Improved data accuracy**
- **Keeping structured records**

(Bail et al., 2022)

Limitations

- **Mistakes made during data entry**
- **Low confidence in technology**
- **Staff training required**
- **Initial resistance to change**

(Health Education England, 2019)



Group Member 2: Evaluate communication tools

What is Microsoft Teams?

Microsoft Teams is a collaboration platform that allows staff to:

-
- Send instant messages
-
- Hold online meetings
-
- Share files and documents
-
- Work together remotely
-

How Teams Helps Greenfield Staff

Microsoft Teams can support staff by:

- Allowing carers to contact the office quickly
- Sharing care updates about patients
- Organising virtual staff meetings
- Collaborating on documents

Advantages and Challenges of Microsoft Teams

Advantages

- ✓ Faster communication between staff
- ✓ Better teamwork and collaboration
Remote meetings reduce travel time
- ✓ Easy file sharing

Limitations

- ✓ Staff may need digital training
- ✓ Requires internet access
- ✓ Risk of sharing sensitive information incorrectly
- ✓ Some staff may resist new technology

Group Member 3:

Digital Safety Action Plan

Key Area	Purpose
Secure Access	Protect systems and ensure only authorised staff can access information.
Email Awareness	Help staff recognise phishing and avoid email-based cyber threats.
Data Management	Ensure patient data is stored securely and organised properly.
Confidentiality and Compliance	Protect sensitive patient information and follow data protection regulations

Secure Access

Refers to methods ensuring only authorised users can connect to view or manage specific digital resources, data, or network.



Actions:

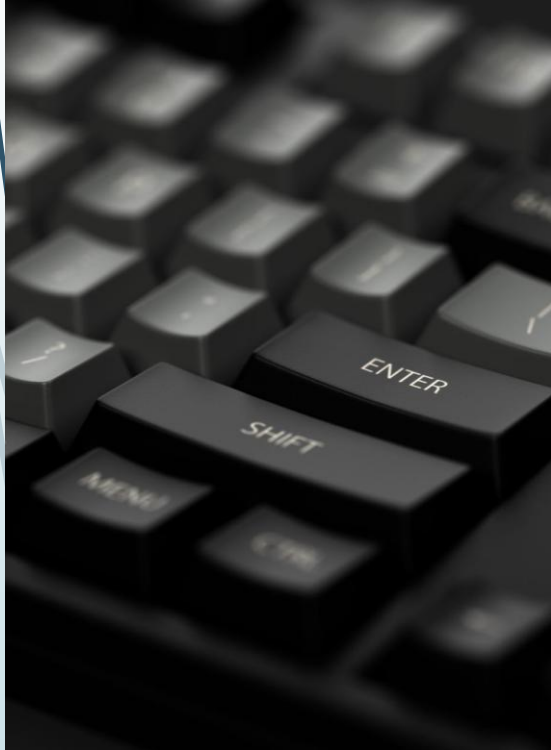
- **Multi-Factor Authentication (MFA)** for all Microsoft 365 accounts.
- **Strong Password** that must be update regularly
- Provide staff training on **secure login practices**.
- Automatically **lock accounts after multiple failed login attempts**.
- **Approved work devices**.

Email Awareness

Is the practice of educating users to recognise, avoid, and report malicious emails like phishing, ransomware, and scams.

Action:

- Recognise **phishing emails**.
- Report **suspicious emails** immediately.
- **Avoid** clicking on **unknown links** or **attachments**.
- Use **Outlook spam filtering**.
- Share **regular reminder** about **email security** best practices





Data Managment

Is the comprehensive practice of collecting, organising, protecting and storing an organisation's data to ensure it remains accurate, accessible, and secure throughout its lifecycle.

Actions:

- **OneDrive or SharePoint** for secure storage.
- Use automatic **data backups**.
- Follow clear **document naming** and **storage rules**.
- **Control access permissions**.

Confidentiality and Compliance



Confidentiality is the protection of sensitive information ensuring

is only shared with authorised individuals.

Compliance refers to adhering to laws, regulations, and policies

that govern how this information is handled.

Actions:

- **Training staff** in data protection policies.
- Share information only **secure platforms**.
- Follow **confidentiality guidelines**.
- Use **secure communication tools**.

Conclusion



In conclusion, Microsoft 365 offers significant benefits for improving training, enhancing workplace communication, and supporting effective collaboration among staff in the management of important information.

The platform provides a wide range of applications, such as Word, Excel, PowerPoint, and Outlook, which help staff work more efficiently and share information more easily. Within healthcare settings, Microsoft 365 is particularly valuable because it allows real-time communication, supports video meetings, and enables secure document sharing across different departments.

This improves teamwork, increases flexibility, and helps organisations manage information more effectively while supporting better coordination of care.

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