



UNIVERSITY OF WALES
Trinity Saint David
London

Programme: Certificate of Higher Education in Health and Social Care

Digital Skills and Research Methods

LCHS4007

Assessment 1: Group Presentation : 2

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MS Teams

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Acknowledgement of the use of AI

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Content

- ▶ Microsoft Teams in residential care home is a simple, all-in-one tool that helps care staff, nurses, and doctors work more easily . It lets them send quick messages, make video calls , and share important information like care plans and health updates all in one secure place .This helps everyone stay informed and coordinate better, so the residents get the best care possible. It makes communication and care teamwork simpler and faster while keeping resident information safe

Introduction

Ms Teams is a team collaboration tool as part of the Microsoft 365 suite. Ms Teams can be used in a residential care home for staff communication, patient care coordination and connecting residents with family. It serves as a hub for teamwork where all conversation, meetings, files, and notes can be accessed by everyone in one place, in real-time collaboration and communication. Teams allows chat-based messaging, video calls, conference calls, and screen sharing.

Benefits and Limitations within Sunrise Residential Care Home and Limitation

Benefits	Limitations
1: TECHNICAL INFRASTRUCTURE	1: TECHNICAL INFRASTRUCTURE AND CONNECTIVITY BARRIES
2:STAFF&DIGITAL LITERACY	2:STAF AND RESIDENT READINESS [DIGITAL DIVIDE]
3:GOVERNANCE &CLINICAL RISK	3:CLINICAL AND OPERATIONAL GOVERNANCE ISSUES

Advantages	Disadvantages
. Virtual appointment communication	.Technology access barriers
.Document sharing & record keeping S	.Integration with legacy systems
.Supports remote working	.Potential data security risks

Communication and Collaboration tool

- ▶ Is designed to help organizations of all sizes work together efficiently, is create different Teams for specific groups, like the clinical team or admin team, to share information and documents

Conclusion

- ▶ Teams provides a unified platform for communication and file sharing, staff to coordinate more effectively across different shifts. It's quicker handovers and reduces the risk of miscommunication. Digital care planning and real-time updates on a resident's condition help staff provide more proactive and responsive care.

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TechTarget Apr 12,2024

- ▶ England, N. (4 April,2024) NHS England » Microsoft Teams and remote working.
<https://www.england.nhs.uk/long-read/microsoft-teams-and-remote-working/>.
- ▶ YOUTUBE 8/Jan /2021 Microsoft teams Tutorial

Impact of Limited Digital Skills within sunrise residential care home

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Introduction

Digital technology plays a crucial role in improving communication, record-keeping and resident care in residential care homes. However, many staff members face challenges due to limited digital skills, affecting the overall efficiency and quality of service and evidence they need to make the best decisions for patients.

Digital Literacy

Key challenges of limited digital skills:

- Difficulty using electronic health record (EHR) system for staff.
- Poor communication with healthcare professionals and families.
- Increased errors in documentation and reporting.
- Dependence on paper-based systems and manual processes.
- Limited use of digital tools for resident engagement and wellbeing.

(Royal College of Nursing, 2017)

Impact on residents and staff in a residential care home

Reduced quality of care and delayed response to resident needs

Higher workload and stress for staff

Decreased job satisfaction and morale

Poor coordination between departments and external professionals

Limited access to up-to-date information or training resources

(Skills for care. 2021)

Strategies to Improve Digital Competence

- Provide regular digital literacy training and support for staff
- Implement user-friendly technology and step-by-step guides
- Encourage peer mentoring and team-based learning
- Collaborate with digital inclusion programs and local councils
- Recognise and reward digital progress among staff

(Wild, D.,2016)

Conclusion

Limited digital skills among care home staff can significantly hinder the quality of care and operational efficiency. Investing in digital training and support not only improves outcomes for residents but also empowers staff and fosters a culture of continuing learning .

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NHS England (2023) Inclusive a digital healthcare: a framework for NHS action on digital inclusion. Available at: <https://www.england.nhs.uk>

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Skills for Care (2021) Digital technology in social care/ Adult Social Care Digital Skills Framework. Available at: <https://www.skillsforcare.org.uk>

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Wild, D. (2016) Implementing digital skills training in care homes. Journal article(Glasgow care-home programme). Available via PubMed/Coventry University

Checklists for digital safety

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Introduction

Secure logins, email safety, and maintaining patient/citizen/resident confidentiality.

A secure online network and patient confidentiality is a crucial part of the admin of an organisation, especially in Sunrise Care Home. All members of staff should be aware of the uses of online services, such as Microsoft, and the importance of confidentiality and discretion. Secure data storage protects the patients and residents as well as their personal information and data.

Checklist for Digital Safety At Sunrise Care Home

Secure logins:

- Using individual accounts – never share logins or accounts with others to ensure privacy and data protection. [NHS Digital, 2025]
- Use unique passwords that only the user knows. [ICO, 2025]
- Using multi-factor authentication for top level account security.
- Removing access immediately when a staff member leaves the care home. [CQC, 2022]

Email safety:

- Implement double checking of recipient and attachments before sending emails. [NHS Digital, 2025]
- Set up a system to identify suspicious of phishing emails. [Gov. UK, NCSC, 2018]
- Never send information or patient information to unverified or unofficial email addresses. [ICO, 2025]
- Hire a professional IT team to handle any issues promptly and privately.

Document storage:

- Store files only on the care home OneDrive and restrict the access only to staff on the work emails. [NHS Digital, 2025]
- Set automatic back ups to ensure no data is lost.
- Regularly check up on the files and organisations. Files should be organised into folders appropriately for easy access.
- Do not allow the use of USBs. [Gov. UK, NCSC, 2018]

Confidentiality:

- Only share data with appropriate consent. [CQC, 2022]
- Only reveal names/personal data when needed, otherwise keep anonymous. [ICO, 2025]
- Report any data breaches or potential threats to IT department immediately, even if unsure to prevent any risks.
- Resident information should be discussed privately and only when necessary. [CQC, 2022]

Conclusion

In conclusion, enforcing digital safety rules and designing a checklist for confidentiality and appropriate usage is essential for the Sunrise Care Home. Through this, a thorough understanding is set, and employees can adhere to the rules whilst being aware of potential risks and phishing. With these rules, Sunrise Care Home can ensure safety and reliability to their residents, as well as an effective system of organisation and control.

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1. <https://www.dsptoolkit.nhs.uk/>
2. <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/data-protection-principles/a-guide-to-the-data-protection-principles/storage-limitation/>
3. <https://www.ncsc.gov.uk/guidance/phishing>
4. <https://www.cqc.org.uk/guidance-providers/all-services/check-way-you-handle-personal-information-meets-right-standards-0>

- ❑ **Staff Training and Awareness On Digital Safety Procedures To Ensure Compliance & Protect Sensitive Information Within Sunrise Residential care home**

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Introduction

- ❖ Awareness on digital safety practices in care homes focuses on protecting residents' sensitive data and providing them a safe online environment. It also includes appropriate staff training on how to use strong passwords, phishing, multi-factor authentication, software updates and data backups to ensure compliance and to protect organisation from online threats.

Checklist For Digital Safety/Staff Training and Awareness On Digital Safety Procedures To Ensure Compliance And Protect Sensitive Information Within Sunrise Residential Care Home.

- ❖ **Phishing Awareness-** Show real or simulated examples of phishing emails ,texts and test staff's ability to spot suspicious messages. (ZenZero Solution Ltd.,2023).
- ❖ **Password-**Encourage staff to create complex and unique passwords, set a minimum length of password and remind them to change their passwords regularly (ZenZero Solution Ltd.,2023).
- ❖ **Two- step verification-**Ensure using the two-step verification process on all login devices where applicable and explain how it adds an extra layer of security (Nation Care Forum,2024)
- ❖ **Data backups** - Make sure critical data is stored safely offline or in the cloud (National Care forum,2024).
- ❖ **Access control-** Authorised individuals should only have access to the resident's information and regularly review the records of those who require access to the accounts (Care England,2024).
- ❖ **Assessment-** Assess staff's knowledge on cybersecurity and instead of using pass/fail system provide feedback to make sure they understand and will follow the procedures accurately (Arain , Tarraf and Ahmad,2019).
- ❖ **Role-specific training-** Provide department and role-specific training (Arain , Tarraf and Ahmad,2019)
- ❖ **Train staff** - Regular and continuous training should be conducted for better staff awareness on cyber security (Arain , Tarraf and Ahmad,2019).

□ Conclusion

Digital safety awareness is a necessity. By understanding the risks, adopting proper measures and responsibilities and by giving correct training and awareness to both staff and residents , care homes can ensure the highest standards of support to their residents in a secure environment and can ensure compliance.

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National Care Forum, 2024. How to increase cyber security in your care home. [online] National Care Forum. Available at: <https://www.nationalcareforum.org.uk/partners-news/how-to-increase-cyber-security-in-your-care-home/> [Accessed 28 October 2025].