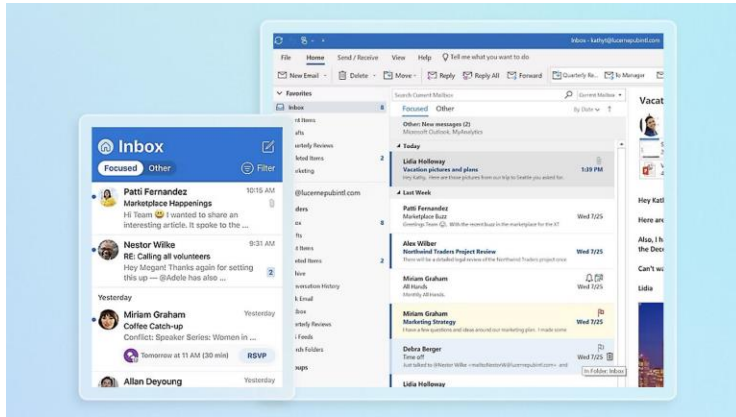


LCHS4007 Morning Group

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Michelle-Optimizing Administration at Riverdale Nursing Home.

What is Outlook for Microsoft 365? Outlook is an all-in-one administrative tool used to centralize communication, scheduling, and data security, providing the stability needed to manage the complex environment of Riverdale Nursing Home.

Operational Administration Management

- ▶ Area A: Riverdale Calendar Management - Using the shared calendar to organize doctor appointments, training, and resident visits so nothing clashes. (Moss, 2020)
- ▶ Area B: Safe Email Communication - Sorting daily handover notes and staff emails into private folders so important information never gets lost. (Moss, 2020)
- ▶ Area C: Staff Availability & Absences - Using automatic out-of-office replies so management always knows who is available to cover shifts safely. (Vergnolle and Lahrichi, 2023)

Advantages

- ▶ Area A: Precision in medical/personal scheduling.
- ▶ Area B: Enhanced data security and privacy.
- ▶ Area C: Operational stability and resilience.

System Limitations and Disadvantages

- ▶ The human factor: The system relies on manual data entry, if a staff member forgets to update or amend an event or the calendar, critical updates can be missed or delayed.
- ▶ Tech Confidence: Not all staff members are confident or comfortable using the Microsoft 365 app/Outlook meaning some staff will require extra training/support in order to build their confidence.
- ▶ Reliance on Technology: If the internet connection drops or system fails staff will be unable to see the live shared calendar, any updates or amendments or any handover notes meaning a manual backup system will still be needed in order for Riverdale Nursing Home to run safely and efficiently.

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Awa

Staff Schedule and
Rotas - Excel

I work on staff rotas
in Excel at Riverdale
nursing home.

Riverdale has two
wards.

Paper rotas are
difficult and
conversations get
lost.

Software- Microsoft
excel.

Excel detects a
double booking
(Weverka, 2019)

Excel can do the
calculation of hours
itself (Weverka,
2019)

One file on OneDrive
same rota for both
wards (Skills for
Care, 2024)

Good: free, staff
know, saves old
copies.

Bad: no warnings on
phone, staff can
publish changes in
teams.

Veronica

Workplace Task: Writing Care-Related Documents/Care Documentation.

Care documentation is important at Riverdale Nursing Home because it gives a clear and accurate record of service users care, health, and wellbeing. It involves care plans, daily notes, medication records, risk assessments, and incident reports.

Accurate documentation helps staff provides safe, person-centred care, communicate effectively, and respond quickly to service users changing needs. It also promotes continuity of care and supports compliance with professional and legal standards.

MS 365 tools used: Word.

Microsoft Word is suitable for this workplace task because it allows staff to create professional care documents, use templates for consistency, Edit and update records easily, check spelling and grammar, Save and print documents when required, Word helps staff maintain accurate and organised records across both nursing home buildings (Microsoft, 2025).

How Word Improves Efficiency

Microsoft word can improve efficiency at Riverdale Nursing Home by Reducing handwriting errors, it helps staffs read documents more easily, allowing quick editing and updating of care documents, Standardising documentation across members of staff, helping carers, nurses, and managers share information easily.

Advantages of Microsoft Word

The main advantages of using Microsoft Word include the following:

- ▶ Easy to use
- ▶ Professional document formatting
- ▶ Built-in spelling and grammar checker
- ▶ Can use templates for care records
- ▶ Supports collaboration and document sharing

These advantages help Riverdale Nursing Home maintain accurate and high-quality records.

Limitations of Microsoft Word

Despite its advantages, there are also some limitations:

- ▶ Requires staff training
- ▶ Risk of saving multiple versions of the same document
- ▶ Files may be lost if not backed up properly
- ▶ Depends on access to computers and technology

Akosua

Chosen Workplace Task: Staff Training

The chosen workplace task involves staff training at Riverdale Nursing Home, where ongoing education is essential for ensuring that all staff members have the necessary skills and knowledge to provide high-quality care to residents. Given the complexities of care and the varied roles within the team, effective training is crucial for maintaining standards and enhancing the overall service provided.

Microsoft Teams (PC MAG 2025)

Microsoft Teams is a collaboration platform that integrates workplace chat, video conferencing, file sharing, and application integration within a single interface. It allows teams to communicate in real-time, share documents, and conduct virtual meetings, all while maintaining a secure environment for sensitive information. With its user-friendly interface, Teams enables seamless collaboration among staff, regardless of their physical location, making it an ideal tool for organizations with multiple buildings or shift patterns.

Suitability for Staff Training (PC MAG 2025)

Microsoft Teams is particularly suitable for training staff at Riverdale Nursing Home due to its interactive features that facilitate remote learning and engagement. It supports video calls for live training sessions, allowing trainers to present materials visually and interact with participants in real-time. Additionally, Teams enables the creation of channels specifically dedicated to training topics, where staff can access resources, ask questions, and participate in discussions, fostering a collaborative learning environment.

Improvement in Efficiency and Communication (NHS DIGITAL 2023)

By utilizing Microsoft Teams for staff training, Riverdale Nursing Home can significantly improve efficiency and communication. The platform allows for easy scheduling of training sessions, automatic reminders, and the ability to record sessions for future reference. This reduces the likelihood of missed messages or duplicated efforts as all training materials and discussions are centralized in one location. Staff can also provide immediate feedback and support to one another, enhancing their learning experience and ensuring that everyone is on the same page regarding care standards and practices.

Advantages of Using Microsoft Teams (PURE IP 2024)

1. **Enhanced Collaboration:** Teams facilitates real-time communication and collaboration among staff, enabling them to work together more effectively.
2. **Accessibility:** Staff can access training materials and participate in sessions from any device, making it easier for those on different shifts or in different buildings to engage.
3. **Integration with Other Tools:** Microsoft Teams integrates seamlessly with other Microsoft 365 applications, such as SharePoint and OneNote, allowing for a comprehensive training experience.

Limitations of Using Microsoft Teams (PURE IP 2024)

1. **Learning Curve:** Some staff may require additional training to fully utilize all features of Microsoft Teams, which could initially slow down the implementation process.
2. **Internet Dependency:** A stable internet connection is necessary for optimal use, which could be a challenge in some areas of the nursing home.
3. **Notification Overload:** Continuous notifi

Grace - Secure file storage and sharing.

WHAT IS IT?

- ▶ My task includes protecting files so that only authorized people can access, edit and share them.
- ▶ Secure file sharing is the practise of transferring files between two or more parties in a secured, protected and confidential manner.
- ▶ Our files must stay secure as we have medicine documents for our patients that our very important. (Leonhard 2021)



Microsoft 365 tool?

- ▶ The Microsoft tool I have chosen to keep our files secure in the river dale centre is Microsoft one drive.
- ▶ This tool is suitable for us as its very secure. Our nurses, staff and carers can all access one drive at their suited time and save important information when needed.
- ▶ One drive can be securely accessed from office computers, work laptops, tablets or mobile devices.
- ▶ If file is accidently deleted or changed. It can often be restored

Importance of Microsoft one drive in Riverdale. (grace)

- ▶ One drive allows users to store and manage files securely, ensuring sensitive data and client records remain protected. (Nhs 2024)
- ▶ It enables real time collaboration allowing care teams to work together on documents and share info seamlessly.
- ▶ One drive offers advanced security features, including data encryption and compliance with industry standards, protecting sensitive patient information.
- ▶ Its very accessible so staff can get hold of the files quick using phones, laptops ect. (nhs 2024)

Improves efficiency or communication. (grace)

IMPROVED SECURITY -

- Keeps resident information
- Helps care homes meet GDPR requirements
- Only authorised staff can access sensitive records

BETTER COMMUNICATION -

- Staff can share and update documents instantly.
- Everyone can access the latest information
- Reduces misunderstanding and duplicate

MORE EFFICIENT RECORD KEEPING -

- Less paperwork and fewer lost documents
- Care plans can be updates in real time
- Saves staff time and improves accuracy

Skills for care (2026)

Advantages and limitations on one drive

ADVANTAGES

- ▶ Ease of Access
- ▶ Keeps info secure
- ▶ Easy to share files
- ▶ Supports teamwork
- ▶ Automatic back up
- ▶ Saves time

DISADVANTAGES

- ▶ Needs internet connection
- ▶ Training may be needed
- ▶ Risk of human error
- ▶ Storage limits
- ▶ Technical issues
- ▶ Limited Backup Functionality

WEIS O (2025)

Paper records	One drive
Can be lost or damaged	Secure cloud storage
Difficult to share	Easy file sharing
Updates take a lot of time	Realtime updates

Conclusion -

In conclusion, Microsoft One drive would be an effective tool for Riverdale Care Home because it provides secure storage, easy file sharing and access to important information from multiple devices. It helps staff work together more efficiently through real time collaboration, while protecting sensitive patient data through strong security features.

Although there are some limitations, the advantages outweigh the disadvantages, making onedrive a reliable solution for improving communication, record management and overall quality of care provided by residents.

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Akosua

PC MAG 2025

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PURE IP 2024

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