



Title: *The Digital Technology, Tools, and Techniques to Enhance Efficiency at Sunrise Residential Care Home*

Module Code: *LCHS4007 Digital Skills and Research Methods*

Group: 2

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1. Introduction

- ▶ Digital transformation has revolutionized healthcare and social care settings (Tapscott, 2019).
- ▶ Sunrise Residential Care Home provides long-term care for elderly residents with dementia, mobility issues, and chronic conditions (NHS England, 2024).
- ▶ The integration of Microsoft 365 tools improves communication, documentation, and collaboration (Aslan Seki, 2024).
- ▶ This presentation explores how Word and OneDrive enhance efficiency, the impact of limited digital skills, and key digital safety practices (University of Edinburgh, 2024).



2. Microsoft Word in Sunrise Care Home

- ▶ Used for creating, editing, and maintaining resident records and care plans.
- ▶ Helps in preparing daily reports, staff notes, and policy documents.
- ▶ Ensures standardization in documentation through templates and formatting tools.
- ▶ Enhances data storage and retrieval using cloud integration with OneDrive.

2.1. Benefits of Using Microsoft Word



- ▶ **Document Creation:** Quick preparation of professional and readable care reports.
- ▶ **Flexible Access:** Documents can be edited or shared through cloud storage.
- ▶ **Collaboration:** Multiple users can work on the same file simultaneously.
- ▶ **Time Efficiency:** Templates and auto-correction features save time.





2.2. Limitations of Using Microsoft Word

- ▶ **Internet Dependency:** Online access requires a stable internet connection.
- ▶ **Training Needs:** Some staff may need digital training to use advanced features.
- ▶ **Cost:** Microsoft 365 subscription can be expensive for small organizations.
- ▶ **Technical Issues:** Occasional software errors or compatibility issues.



3. OneDrive in Sunrise Care Home



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- ▶ OneDrive allows staff to store, access, and share documents securely from any device.
- ▶ Enables real-time collaboration among nurses, administrators, and care workers.
- ▶ Supports the creation and sharing of care plans, reports, and resident records.
- ▶ Integrates with other MS 365 tools such as Word, Excel, and Teams for seamless workflow.





3.1 Benefits of Using OneDrive

- ▶ **Accessibility:** Staff can access files anytime and anywhere via the cloud.
- ▶ **Collaboration:** Multiple users can edit and update files simultaneously.
- ▶ **Data Security:** Automatic backup reduces the risk of data loss.
- ▶ **Version Control:** Tracks document history, preventing accidental deletions or overwrites.
- ▶ **Integration:** Works smoothly with other Microsoft 365 applications.





3.2. Limitations of Using One Drive

- ▶ **Internet Dependency:** Requires a stable internet connection for syncing and access.
- ▶ **Storage Limit:** Limited free storage may require subscription upgrades.
- ▶ **Training Needs:** Staff need digital literacy to use cloud-based features effectively.
- ▶ **Privacy Concerns:** Improper access control may risk the confidentiality of patient records.

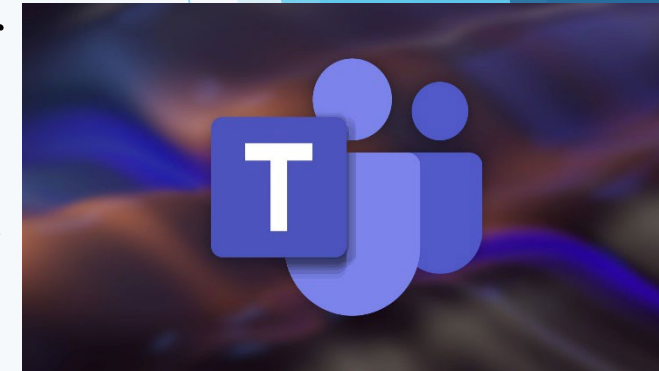


4. Microsoft Teams in Sunrise Residential Care Home



Microsoft Teams is a collaboration and communication platform within Microsoft 365. It allows staff to chat, make video calls, share files, and collaborate on documents in real-time.

- ▶ **Internal Communication:** Staff can send instant messages or make calls instead of relying solely on face-to-face communication or paper notes (Aslan Seki, 2024).
- ▶ **Team Meetings:** Organize virtual meetings for shift handovers, care plan discussions, or staff training sessions (NHS England, 2024).
- ▶ **Document Sharing:** Share care plans, policy updates, or incident reports securely through Teams channels (Aslan Seki, 2024).
- ▶ **Collaboration:** Work together on Word, Excel, or PowerPoint documents directly within Teams, with real-time editing and version control (Tapscott, 2019).



4.1 Benefits of Using MS Teams



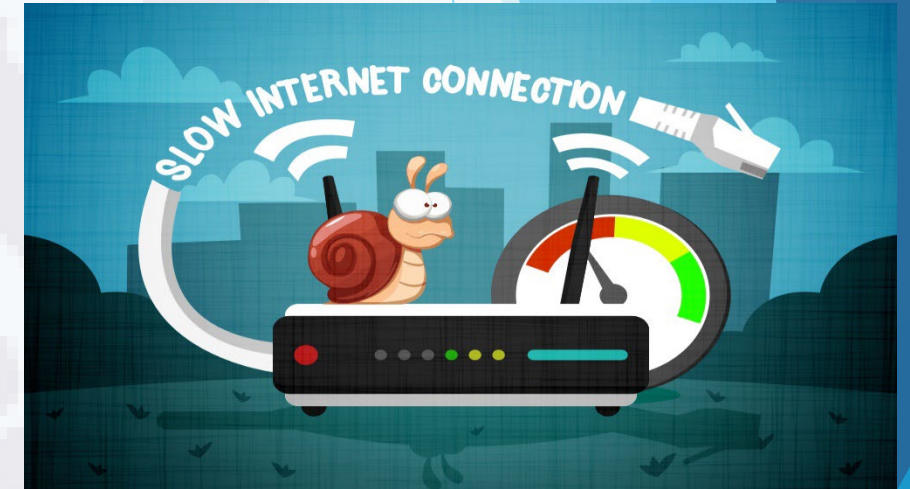
- ▶ Faster communication between staff and departments.
- ▶ Reduces reliance on paper-based records
- ▶ Enables remote participation in meetings
- ▶ Improves teamwork and coordination.



4.2. Limitations of Using MS Teams



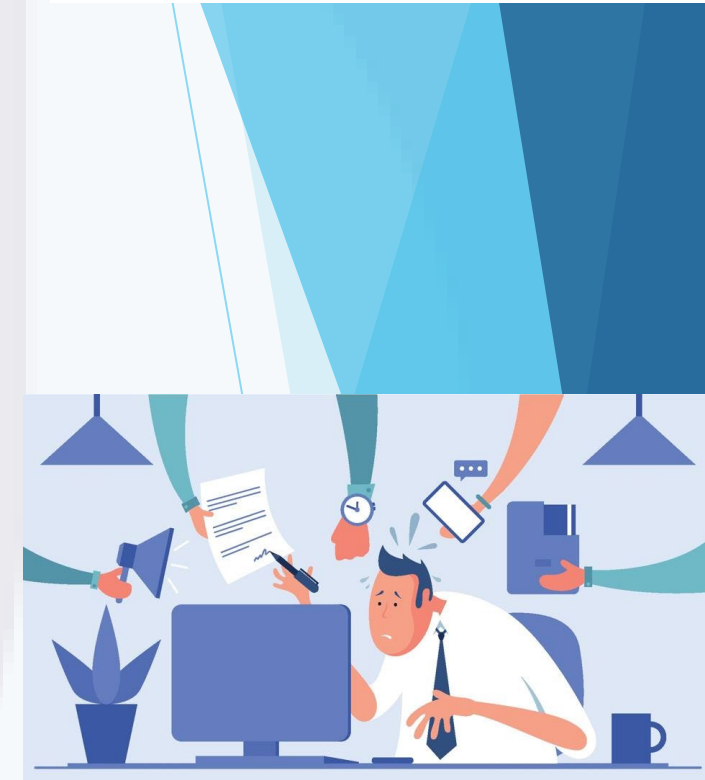
- ▶ Requires a stable internet connection
- ▶ Staff need basic digital skills to use effectively
- ▶ Excess notifications can be distracting
- ▶ Initial learning curve for new users
- ▶ Risk of accidental data sharing





5. Impact of Limited Digital Skills

- ▶ **Struggling with Microsoft 365 Tools:** Staff with low digital skills find it hard to use Word, OneDrive, and Teams effectively (Aslan Seki, 2024).
- ▶ **Delays and Errors:** Limited skills can cause delays in completing care plans and increase the risk of mistakes (Addis et al., 2023).
- ▶ **Reduced Efficiency and Collaboration:** Poor digital literacy slows communication and teamwork, reducing overall efficiency (Aslan Seki, 2024).
- ▶ **Importance of Training and Reflective Learning:** Regular training and reflective approaches like Gibbs' Cycle improve confidence and safe technology use (University of Edinburgh, 2024).
- ▶ **Impact on Resident Care:** Limited digital skills can negatively affect the quality of care provided to residents.



6. Digital Safety Checklist



- ▶ Follow GDPR and NHS data protection standards (NHS England, 2024)
- ▶ Train staff to identify phishing and online threats (Aslan Seki, 2024)
- ▶ Use strong passwords and enable multi-factor authentication
- ▶ Keep software updated and install antivirus protection
- ▶ Store files securely with restricted access on OneDrive





7. Conclusion

- ▶ Microsoft 365 tools like Word and OneDrive significantly improve efficiency, communication, and documentation (Aslan Seki, 2024; Tapscott, 2019).
- ▶ Building staff digital literacy ensures effective and safe technology use (University of Edinburgh, 2024).
- ▶ Digital safety measures protect resident data and maintain trust (NHS England, 2024).
- ▶ Digital transformation empowers Sunrise Residential Care Home to deliver high-quality, person-centred care (Tapscott, 2019).

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Thank You

