

# LCHS4007

## **Digital Skills and Research Methods.**

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# Enhancing Efficiency and productivity at Greenfield Home Care Agency

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- ▶ •Context: Person-centred care; staff across shifts/locations; varying digital literacy (LCHS4007, 2026)
- ▶ **Why PowerPoint:**
- ▶ •Standardized staff training (Irwin et al., 2024)
- ▶ •Family education (Ratliff, 2024)
- ▶ •Protocol documentation (AHRQ, 2012)
- ▶ •Visual learning enhances memory (Ratliff, 2024); breaks complex info into steps (AHRQ, 2012)
- ▶ **Three Applications:**
- ▶ •1. Staff Training: Visual flowcharts for medication 'five rights'; reduces errors (AHRQ, 2017)
- ▶ •2. Family Education: Dementia care guidance; reduces caregiver stress (Kimani & Petrucka, 2021)
- ▶ •3. Protocol Updates: Rapid dissemination via Teams/email; improves coordination (PSNet, 2024)

# Limitation and Recommendations.

## ► **Limitations:**

- •Time-intensive; requires design skills (Freed, 2024)
- •Poor design causes cognitive overload (Freed, 2024)
- •One-directional; can reduce engagement if overused (Ratliff, 2024)
- •Requires technology access and digital literacy (Colliers et al., 2017)

## ► **Recommendations:**

- •Design: 5-5-5 rule; clear fonts (18pt+); high contrast (Rutgers, 2024)
- •Visuals: Include relevant images and diagrams (Ratliff, 2024)
- •Delivery: Use as discussion frameworks, not scripts (AAMC, 2024)
- •Accessibility: Provide handouts for all learning needs (Rutgers, 2024)

## ► **Conclusion:**

- PowerPoint is a strategic tool for standardized communication, training, and education in person-centred home care when combined with good design, interactive delivery, and adequate digital literacy support

# The Importance of Communication in Healthcare.

By : Basirat Yaya - 2508234

- ▶ Communication is very essential in Health and social care.
- ▶ Enables accurate exchange of information.
- ▶ Support person-centered care

The communication activities in healthcare sector are crucial since they help to facilitates effective transfer of care coordinators and nurses, administrative personnel, and service users, through the transmission of information that is pertinent and timely(Julia Mora et al, 2025)

In case of Greenfield Home Care, poor communication may cause severe problems such as error during medicine administration, visitation, or poor interpretation of care plans.

Efficient communication underlines person-centred care, whereby all the staff members are aware of the specific needs of each service user( Son et al,2025).

# Microsoft Teams for Safe & Efficient Communication

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- ▶ Central communication hub
- ▶ Real-time messaging & video meetings
- ▶ Shift handovers & urgent updates

Microsoft Team could serve as a key communication centre at Greenfield Home Care. Employees will be able to use special channels to provide updates on shift, talk about care plans, and protectivities, and much as well as infection control warnings (Sappor and Chakraborty,2025).

Video meetings and instant messaging will enhance communication between carers in the field and the office personnel.

Teams is also integrating with Microsoft 365 and permit the sharing of care plans, rotas and risk assessments in a secure environment. Teams also offers encrypted communication, organisation control, and an audit trail, unlike informal applications like WhatsApp (Umoren and Ukpe, 2025).

# Benefits & Challenges of Digital Communication. By Basirat Yaya

## Benefits

- ▶ Faster decision making
- ▶ Improved teamwork
- ▶ Secured data storage
- ▶ Clear documentation

## Challenges

- Digital skill gap
- Risk of Misinterpretation
- Over reliance on messaging

Microsoft team provide digital communication with several advantages. It increase decision making process, improve collaboration across geographical areas, and can store information in a safe manner (Melati, 2025). It also produce a transparent online of discussion, which improves responsibility.

Nevertheless, there are some challenges. The staff can have issues with adapting tools. Misinterpretation of written messages is possible, and excessive use of message may decrease the personal interaction with service users.

Lack of proper communication systems may leads to misunderstanding that can lead to safeguarding failures or misconduct (Ferreira et al, 2025).

# Benefits of Digital Technology at Green Field's Care Home.

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Stock Image (2026)

- ▶ **Record management (Stadin,2024)**
- ▶ **Staff awareness(Stadin,2024)**
- ▶ **Secure communication systems**
- ▶ **GPS technology for routing,**
- ▶ **Digital inventory systems for stock control**
- ▶ **Managing schedules(Khan2022)**
- ▶ **Handling electronic health records(Khan2022)**



# Digital Technology Problem's and Solution's

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- ▶ Data Protection breach (Care England,2024)
- ▶ **Firewall Protection**
- ▶ Wifi hacking (Care England,2024)
- ▶ **Secure WIFI Server**
- ▶ **Cybersecurity and data protection**

Stock Image(2026)

# References for Laura Strong - 2508996

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