

Digital Skills Research Methods

Module Code: LCHS4007_LON

Assignment Title: Component 1

Topic: Staff Communication Using Microsoft

Name of Student: Myrna Bedrijo Veraces

Student's ID: 2543088

Lecturer Name: Amitave Banik



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Staff Communication

Staff communication is the active sharing of information, ideas, and feedback between leadership, managers, and employees. Effective communication sets clear expectations, prevents workplace conflict, and directly drives employee engagement and productivity.

Key Principles of Effective Communication

- **Headline Upfront:** Lead with your main point or call-to-action first to save listeners mental effort, then follow up with brief, numbered supporting points.
- **Two-Way Dialogue:** Encourage team members to ask questions, voice concerns, and critique ideas to build trust and prevent bottlenecks.
- **Active Listening:** Pay attention to nonverbal cues, avoid interrupting, and process the speaker's perspective without immediate judgment.
- **Diplomacy:** Keep feedback objective and focused on work behaviors rather than personal traits. Praise publicly and correct or criticize privately.

Essential Communication Channels

- **Face-to-Face & Video:** Best for sensitive discussions, brainstorming, and building personal relationships.
- **Instant Messaging:** Platforms like Slack or Microsoft Teams are ideal for quick questions, project updates, and informal check-ins.
- **Written Communication:** Best for company memos, policies, and official documentation. Always read and re-read written messages for tone, clarity, and spelling before sending.

Building a Strong Strategy

- **Set Clear Goals:** Ensure employees know exactly what is expected of them, what the company's non-negotiables are, and how their role contributes to larger goals.
- **Create Anonymous Feedback Loops:** Use employee surveys or digital suggestion boxes to encourage honest, un-penalized feedback.
- **Be Consistent:** Repeat important company-wide messages across different formats to ensure it registers with everyone.

Digital Skills Research Methods

Module Code: LCH4007

Assignment Title: Component 1

Topic: Secure Storage & Sharing

Student Name: Moustapha Ndiaye

Student ID : 2540504

Lecturer: Amitava Banik



Selected Microsoft 365 tool

OneDrive is the best match for this one task

Why OneDrive?

Storage files securely online rather than on unprotected devices. Allows access from approved devices when staff need documents. Lets the file owner control who can view or edit a document. Permissions can be changed or removed when access is no longer required.

~~PowerPoint role~~

~~Powerpoint is used to present the reflection clearly. OneDrive is the tool selected for the actual workplace task.~~

How OneDrive improves efficiency and communication

Applying the tool to a nursing-home setting

1 Faster access to current documents

Staff can use the latest version of forms, policies or care-related documents instead of outdated paper copies.

2 Clearer team working

Documents can be shared with specific staff members, helping shifts work from same information.

3 Better control of confidential information

Access can be limited to authorised people, and sharing can be stopped when needed.

Advantages and limitations

A balanced view of using OneDrive

Advantages

Secure online storage for work documents. Controlled sharing: view-only or editing access. Supports version control and reduces duplicate files. Access can be removed when a staff member no longer needs a file.

Limitations / risks

Incorrect sharing permissions could expose confidential data. Weak passwords or shared devices can create security risks. Internet or system access may be needed to retrieve documents. Staff still need training in confidentiality and data protection.

Reference list

Harvand-style references used in the presentation

ICO (n.d.) Security. Available at: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/security/> (Accessed: 8 July 2026).

Microsoft Support (n.d.) Share files and folders in Microsoft OneDrive. Available at: <https://support.microsoft.com/en-us/onedrive/share-files-and-folders-in-microsoft-onedrive> (Accessed: 8 July 2026).

Microsoft Support (n.d.) Manage sharing and permissions in OneDrive and SharePoint. Available at: <https://support.microsoft.com/en-us/onedrive/sharepoint/manage-sharing-and-permissions-in-onedrive-and-sharepoint> (Accessed: 8 July 2026).

NHS England (n.d.) Information governance policy. Available at: <https://www.england.nhs.uk/long-read/information-governance-policy/> (Accessed: 8 July 2026).

NHS England (n.d.) Confidentiality policy. Available at: <https://www.england.nhs.uk/long-read/confidentiality-policy/> (Accessed: 8 July 2026).



Programme: Certificate of Higher Education Skills
for Workplace (Health and Social Care)

Module: Digital Skills and Research Methods
Module Code: LCHS4007
Task 1: Group Presentation

Student Name: Rashida Adebayo-Bada



Digital Transformation at Riverdale Nursing Home

Improving Efficiency and communication Through Digital Tools

Introduction

Case Study:

- Riverdale Nursing Home provides daily personal care, medication, support, and monitoring to older people.
- Staff work across two buildings in shift patterns.
- Staff role include careers, senior careers, nurses, and administrative personnel.

Task:

The management has asked my group to review the workplace tasks and recommend suitable Microsoft 365 tools to improve communication and efficiency. Each group member has selected a workplace task and recommended the most suitable Microsoft 365 tool.

Current Challenges:

Riverdale Nursing Home uses Microsoft 365 Tools, however, staffs are unsure which tools to use for different tasks. Leading to:

- Confusion about which tool to use
- Duplicate work across platform
- Missed messages between shifts
- Inefficient ways of working

Workplace roles:

- Staff Communication
- Secure File Storage
- Care Documentation
- Staff Scheduling
- Staff Training

Care Documentation: Task & Tool Selection

Task: Care related-documentation

- Writing care related-documentation at Riverdale involves documenting patient daily care, risk assessment, care plan, incident reports, and regulatory compliance records (SCIE, 2021).
- These documents must be clear, accurate, adhere to standardise framework for documentation, and accessible by the team (NHS England, 2023).

Key Word Features for Care Documentation:

- Spelling and grammar check
- Auto-correction
- Password protection to protect patient's data
- Template for consistent care plan
- Text manipulation
- Collaboration tools (Microsoft, 2026)

Tool selected: Microsoft Word

Microsoft Word is a word processing tool developed by Microsoft; it was developed for creating, formatting, and editing of text (Mark, 2023).

Care Documentation: Task & Tool Selection

Task: Care related-documentation

- Writing care related-documentation at Riverdale involves documenting patient daily care, risk assessment, care plan, incident reports, and regulatory compliance records (SCIE, 2021).
- These documents must be clear, accurate, adhere to standardise framework for documentation, and accessible by the team (NHS England, 2023).

Key Word Features for Care Documentation:

- Spelling and grammar check
- Auto-correction
- Password protection to protect patient's data
- Template for consistent care plan
- Text manipulation
- Collaboration tools (Microsoft, 2026)

Tool selected: Microsoft Word

Microsoft Word is a word processing tool developed by Microsoft; it was developed for creating, formatting, and editing of text (Mark, 2023).

Microsoft Word: Justification, Advantages, and Limitations

Why Microsoft Word?

Riverdale care home using Microsoft Word means the opportunity to use word templates that ensure consistency across all care documentations. The spelling and grammar check tool minimise error. In addition, the collaboration tools allows senior managers to review care plans and password protection ensure patients data are secured.

Advantages:

- Easy to use and offers user-friendly interface
- Provides range of formatting options
- Collaboration and sharing o
- Templates
- Auto-save feature
- Ease to access

Limitations:

- Not a specialised care management
- Limited real-time collaboration
- High-costs

Benefits at Riverdale

Using Microsoft Words for writing care documentation at Riverdale:

- Collaboration for the team to review care documentation
- Spelling and grammar check minimises error in texts.
- Word templates ensure consistency
- Auto-save feature prevent loss of document
- Easy access allows the team to access care documents quickly.

Conclusion

- Riverdale implementing Word document ensures that care documents have standardised template for care documentation , reduce spelling and grammar error, allows collaboration with the senior carers, and ensure that patients data are protected.

References

- Mark, D. (2023). Microsoft Word. EBSCO Research Strater. Available at: [Microsoft Word | Computer Science | Research Starters | EBSCO Research](#) (Accessed 30th June 2026)
- Microsoft. (2026). What is word processor? [online]. Available at: [What is a Word Processor? – Features and Examples | Microsoft](#) (Accessed 1st July 2026)
- NHS England. (2023). *Towards a unified version of nursing and midwifery documentation*. [online]. Available at: [NHS England » Towards a unified vision of nursing and midwifery documentation](#) (Accessed 30th June 2026)
- SCIE. (2022). *Social care recording*. [online]. Available at: [Social care recording – SCIE](#) (Accessed 30th June 2026)