

Digital Skills and Research Methods

LCHS4007

Assessment 1: Group Presentation (Charlotte Mikano)

Digital technology, tools, and techniques to enhance efficiency at Sunrise residential care home.

Programme: Certificate of Higher Education in Health and Social Care

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Acknowledgement of the use of AI

I acknowledge the use of Grammarly (<https://www.grammarly.com/>) on 10/11/2025 to support to check my work using the prompt(s):

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Introduction

- ▶ Microsoft 365 (MS 365) includes productivity apps (Mukala, 2025)
- ▶ Also includes AI-powered features, cross-platform access and cloud storage
- ▶ Sunrise residential care home uses MS Excel as part of their data management and data-driven decision-making process.
- ▶ MS Excel is used to plan duty rosters, record vitals, etc.
- ▶ Helps improve quality of care, promote data-driven analysis, and collaboration and communication
- ▶ Microsoft Teams is an effective communication and collaboration tool (Buchal, 2018)



Benefits and Limitations

Benefits

- ▶ Increased efficiency and accuracy in handling data (VesaJuvonen, 2023)
- ▶ Reduced duplicated entries
- ▶ Improved collaboration between different healthcare professionals
- ▶ Improved decision-making by the team (Holy, Oz du Soleil and Jelen, 2024)

Limitations

- ▶ Poor digital literacy among older staff
- ▶ Version control issues found (Holy, Oz du Soleil and Jelen, 2024)
- ▶ Data entry errors were found due to a lack of familiarity by older staff

Communication and Collaboration tool

Sunrise Residential Care Home uses Microsoft Teams to enable instant communication, host virtual meetings, share documents, etc. It is an effective communication and collaboration tool (Buchal, 2018)

Benefits and Limitations

Benefits

Improved communication between healthcare professionals when discharging patients

Time-efficient work due to direct messaging

Enhanced collaboration between healthcare professionals due to real-time communication

Limitations

Dependency on the Internet led to poor work when the Internet speed was down

Information overload due to too many notifications (Microsoft, 2023)

Poor digital skills by elderly staff (Buchal, 2018)

Digital Literacy

Digital literacy refers to the ability to create, use, evaluate and communicate information using digital technologies (López *et al.*, 2023).

Staff need digital literacy training to record data, retrieve and use data and communicate effectively.

Digital literacy is in alignment with GDPR and the NMC Code of Conduct.

Digital safety

Key aspects of Digital Safety Checklist for Sunrise residential care home :

- ▶ Data protection and confidentiality
- ▶ Safe use of digital services (Guerrier, 2016)
- ▶ Internet safety with secure login using complex passwords and two-factor authentication
- ▶ Secure electronic documents with encrypted and password enabled folders
- ▶ Backup and recovery systems
- ▶ Secure access
- ▶ Following General Data Protection Regulations (GDPR) and confidentiality policies
- ▶ Monitoring (Scott, Sullivan and Staib, 2019)

Importance of Digital Safety in HSC setting:

- ▶ Protects patient confidentiality
- ▶ Ensures compliance with data protection
- ▶ Promotes professional accountability

Conclusion

Microsoft 365 tools offer time efficiency, increased collaboration and communication

Data protection and digital safety are to be considered to maintain patient confidentiality and legal compliance and accountability in handling digital information.

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