Module code L4CHS4007

- Digital skills and research
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Task 1: Productivity

- Greenfield Care Home has introduced software to support staff in their daily tasks by providing them with different **Microsoft 365** tools.

- One key tool used to boost productivity is **PowerPoint** within Microsoft 365.

PowerPoint

- Create engaging slides to support clear communication and understanding among staff (Microsoft, 2024).
- Enables easy updates and collaboration.
- At Greenfield Care Home it can enhance productivity by structuring information clearly for activities and therapy sessions.
- The key benefits includes:

Benefits

- **RESIDENT ENGAGEMENT:** Create slideshows of residents' favorite hobbies or memories to display.
- **ACTIVITIES PLANNING:** Use PowerPoint to plan and advertise activities such as games, movie nights, or exercise classes by creating visual schedules.
- **FAMILY CONNECTIONS:** Share family photos or updates with residents who have loved ones living far away.
- **THERAPEUTIC TOOL:** Create interactive quizzes or puzzles for cognitive stimulation.
- **CELEBRATIONS:** Design custom birthday or anniversary cards for residents.

(Care Quality Commission, 2023; Skills for Care, 2023).

Limitation

Although **PowerPoint** is a useful tool for visual communication at Greenfield Care Home, there are several practical and organizational limitations.

- Limited access to devices and digital skills (digital exclusion)
- Technical difficulties
- Risk of information overload
- Unreliable internet connectivity

Research highlights challenges related to staff capability, organizational readiness and long-term sustainability (Greenhalgh et al., 2017).

(Care Quality Commission, 2023; Skills for Care, 2023)

To Conclude

- PowerPoint can enhance communication, collaboration and resident engagement
- Supports clearer information sharing and structured activity planning
- However, effectiveness depends on staff capability and organizational readiness
- Digital tools require careful implementation, staff support, and long-term sustainability (Greenhalgh et al., 2017)

References

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Task 2: Communication

In a care home setting, Microsoft 365 Outlook can be a valuable tool for communication and collaboration.

Email Groups: You can create groups for different teams or departments to share information and updates.

Tasks and Assignments: Assign tasks to team members and track progress throughout the care home with service users.

Using Microsoft 365 outlook in a care home can streamline communication and improve resident care. (Niaulin, 2019)

Collaboration

Shared Calendars: Care homes can use shared calendars to:

- Schedule resident activates and appointments
- Manage staff shifts and rotas
- Book facilities or recourses such as meeting rooms to talk to your service user

Task management: Assign tasks to team members and track progress using Outlook's Tasks feature or Microsoft planner. (Microsoft*, 2023)*

Benefits

professional and formal communication- provides an official communication channel between staff and management

This is useful for communicating with

- GPs and healthcare professionals
- Families of residents
- Social workers (NHS England, 2023)

Written Record keeping

Emails provide a date and time stamped record. This is very helpful for:

- Incident follow ups
- Safeguarding documentation
- Complaint handling

Limitations

Confidentiality Risks

This can cause risks of:

- Sending information to the wrong recipient
- Data breaches
- Sensitive resident information must follow GDPR and data protection

Digital Skills barriers

Some staff may:

- Have limited IT skills
- Feel uncomfortable using email due to lack of knowledge
- May have minor delays

(Kent Community Health NHS Foundation Trust, 2025)

To Conclude

- Email provides a professional and formal communication and channel within the health and social care setting
- Supports communication with GPs, social workers, families and management
- This is a valuable tool to send information to work colleges about the server users (NHS England, 2023)

Reference List

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Task 3: Digital Safety at greenfield care home

Good morning!

This presentation will be on the importance of the staff at greenfield care home agency being able and familiar with specific tools on **Microsoft 365** to provide adequate digital safety.

I will be going through a detailed action plan that I think would aid greenfield care home staff with their issue of not being confident with the new software updates and routine, also to ensure that the staff are complying and protecting important information/data.

Action plan for greenfield care home:

Confidentiality and compliments	1. All Staff at the greenfield care home **must follow and comply** with the data protection laws when collecting and storing residents information digitally. 2. Conduct regular audits. ensuring that all staff are following the correct guidelines in accordance with **UK General Data Protection Regulation and the Data Protection Act 2018 and care quality commition /CQC** which states that persons collecting and storing personal data must follow the data protection principles**. (UK parliament, 2018)** 3. Also teaching the staff what to do and protocols to follow should a breach happens. E.
Secure access	**1. Frequent password changes**. The computers could send prompts for staff to change their staff access passwords every few months. To keep passwords fresh and less predictable. 2. Multi-factor authentication reduces the risk of unauthorised access, even if the is compromised. In care home setting, where sensitive health and personal data is stored. Essential to being in complaints with the Data Protection Act 2018. 3. Make access to certain information about residents be permitted only to certain job roles for example: the care home manager, doctors, nurses and carer would be able to access resident files whereas the cleaner wouldn't be able to with their login.

Email awareness:	1) **Phishing**: Greenfield care home could implement regular phishing awareness training for staff every 6 months. 2) They could offer online classes where the staff learn how to identify phishing. For example: hover over email to check if the URL looks suspicious. 3) should a staff member click a suspicious email they should alert IT immediately. 4) The greenfield care home could also send mock phishing emails to test if the staff member responds correctly. 5) It could also keep logs of phishing reports to see if there is any trends.
Data management:	1. Ensuring proper data storage and encryption **Microsoft OneDrive (Microsoft, 2026).** 2. by using one drive to store sensitive and important data like residents records; safely in the cloud. also to share information with other partners, staff and departments. 3. One drive also ensure that data does not get lost as it automatically stores what the staff member is working on. 4. The IT staff could also do regular monthly reviews to ensure that every is working properly. An example of this is going into OneDrive to check who accessed resident's data, to confirem encryption is still active.

To conclude:

- By the greenfield home staff practicing and following the workshop they will not only build their confidence using Microsoft 365, specifically 'OneDrive'.
- The staff will be confident that sensitive and private data is handled securely.
- This will help to maintain the integrity of the care home by always following 'Data protection principles'. (UK Parlement 2018).

Task 3 references

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Thank you for listening, any questions?