

DIGITAL SKILLS AND RESEARCH METHODS (LCHS4007_BIRM)

- **CASE STUDY:** ASHFORD COMMUNITY CARE SERVICES
- **WORKPLACETASK:**
WRITING CARE RELATED DOCUMENTS/CARE RECORDS
- **AVAILABLE MS₃₆₅ TOOL:** ONE DRIVE

Group Members:

- CRESTINA DONMEZ
- MATTHEW ASHEBINOMA
- ROSE ABLAYAWLUI

- **LECTURER:**
- BIANCA DODGER

1. What their chosen workplace task involves and how it links to the case study

Writing Care Related Documents/ Care Records

Workplace task involves

Ashford Community Care Services

Personal Details
Care plans/assessments
Medication details
Medical history/diagnoses
Clinical notes/ healthcare Professional communications
Legal & Administrative Documentations

Client Personal details
Daily Care records
Medication records/reminders
Appointments Support
Wellbeing check & Health Professionals Communications
Administrative Documentations

Poor documentation or care recording is considered misconduct or mismanagement based on the CQC Guidance and Regulation (2022).

"Mismanagement means being part of an administration or taking part of an incompetent administration that leads to poor judgements, unlawful acts of the administrator or manager that compromise the quality of the services" (CQC, 2022)

- "Frequent or continuing sympathy of misconduct, omission to advocate standard procedure that leads to oversight, and an exceptional level of quality, guideline, or adequate practices" (CQC,2022).*
- "Constant failure to create good progress and supervise financial or clinical plans" (CQC,202).*
- "Failure to make full, on-time and punctual report to the board of crucial issues or occurrences, as well as clinical and financial issues" (CQC,2022)*

Enhancing the new system in a care setting at Ashford Community Services is challenging, but with joining together; management, staff members and coordinating with the Local Authority, it will lead to success and positive outcomes, that give good benefit to the Ashford clients and members of staff.

2 – Which Microsoft 365 tool they selected

- Ashford Community Care selected Microsoft OneDrive because it provides
- cloud-based storage where authorised users can store, organise, and access files. This is important to Ashford as *"staff work in service users' homes, supported living settings and the main office "* (Kuo, 2011).
- The NHS England Digital (2021) Records Management Code of Practice gives guidance on how to arrange, keep, retain, and destroy health and social care records. This is especially relevant to Ashford, where inaccurate records and duplicated work are ongoing problems.

3- Why this tool is suitable for the task

- OneDrive is a good choice for Ashford Community Care because staff need to access and manage documents across a range of working locations. Cloud-based systems can enhance access and information sharing in healthcare settings (Kuo, 2011).
- This is especially important for Ashford as the case study points to duplicated work, inconsistent records and inefficient ways of working. Organisation of digital information can lead to better management and sharing of information. However, Ashford deals with confidential service-user information, so the right security, privacy and control of access are critical (Kruse et al., 2017).

NHS England Digital's 2025 handbook on confidentiality in health and social care explains that information should be shared when needed for safe and quality care, but always with respect for the service user's privacy, following the 2021 Records Management Code of Practice. The handbook also gives advice on how to organise, store, maintain, and delete health and social care records. Ashford's issues with poor documentation and the effort needed to correct it are linked to these standards. The 2025 handbook outlines how to protect privacy while sharing information when it is necessary for care.

- Records management and organisation. (NHS England Digital, 2021)
- Protecting confidential information: (NHS England, 2026)
- Sharing information appropriately for care (NHS England Digital, 2025)

How OneDrive improves efficiency and communication

Efficiency

- 1 Improved efficiency and accuracy were the most common positive outcomes of digital care records (Snow et al., 2025).
- 2 Staff can record and update information in real time, wherever they are, supporting contemporaneous records (CQC, 2023; UK Government, 2014).
- 3 Version history lets an earlier version be restored after a mistake, so a record need not be rewritten.

Communication

- 1 Information can be shared quickly with partners in a person's care, so services respond faster when needs change (CQC, 2023).
- 2 Electronic information sharing has been found to improve partnership working and collaboration (Snow et al., 2025).
- 3 Cloud storage with multi-factor authentication helps keep shared information secure (CQC, 2023).

Advantages and limitations of OneDrive

Advantages

- 1 Access from any device and place suits staff working across homes and the office (CQC, 2023).
- 2 Version history helps recover earlier versions of a file.
- 3 Cloud providers invest heavily in security and can lower IT costs (NHS England Digital, 2022).
- 4 Already included in Ashford's Microsoft 365, so no new system is needed.

Limitations

- 1 It stores files, not structured care forms, so consistency needs shared templates; poor fit can cause workarounds (Snow et al., 2025).
- 2 Needs reliable internet; if access is disrupted, staff may lose access to records (NHS England Digital, 2022).
- 3 Administrators may switch off versioning, so Ashford must check it is on.
- 4 Ashford stays responsible as data controller and needs staff skills to manage it safely (NHS England Digital, 2022).

Benefits outweigh limitations if Ashford sets templates, permissions and training, though evidence of time savings is mixed (Snow et al., 2025).

6. Recommendations on how Ashford can implement

1. We recommend Ashford Community Services to communicate with the Local Authority in their area to implement the new adaptation in relation of recording and documentation within their care setting. The Government allocated a fund to the Local Authority at their area of responsibility announced November 2022 (DHSC, 2023), to ensure the improvements of all "Adult Social Care Services", especially the "Market sustainability and Capacity" of the care settings (Department of Health and Social Care 2023). *"Under section 5 of the Care Act 2014, local authorities have a duty to promote the efficient and effective operation of the market for adult care and support as a whole" (DHSC, 2023; 1.2)*
2. The Ashford Community Services need to coordinate with the government body that provides proper training for transitioning from paper-based to digital documentation and recording, such as the NHS; they are (NHS), offering digital training to enhance the digital competency of all healthcare workers (NHS, 2026). The NHS is launching a program called "NHS Digital Academy Campus: New self-guided agile and product learning" (NHS, 2026), where you can develop your digital skills.
3. We also recommend to the Ashford Community Services to check on the Government official websites, about the UK Government programs that will help all the staff members to enhance their knowledge and digital skills. The Government (UK) it is "conducting a comprehensive education or workshops, or career growth advance" through the official website "Skills for careers" by The Department of Education (DFE) .
4. Ashford Community Services needs to provide Good Strategy Plan to implement the new system and update the company's policy to make it mandatory for all their staff members, to undergo proper digital training. These will help ensuring all staff members will follow the new system's development.
5. Proactive management and staff good coordination of adopting new changes to the care setting of Ashford Community Services is a key to success the transitioning system.

Writing care records at Ashford Community Care

Outcomes of the researched

- Records must be accurate, complete and contemporaneous (UK Government, 2024)
- -*"A Good-quality recording captured the most essential data that the individual wants to impart with their care provider and professional, including the 'About Me Standard' (PRSB) by the Professional Records Standards Body" (CQC, 2024)*
- -*"Exceptional recording uphold secure, efficient, empathy, excellence care. They articulate the accurate information distinctly to the appropriate person whenever necessary. They are vital part of accomplishing beneficial effects for individuals who make use of the services" (CQC, 2024).*
- -With proper training and support from different Government Agencies and the company itself, transitioning to digital recording and documentation at Ashford Community Services is possible and could be successful.
- Good practice of recording and documentation in a Care setting at Ashford Community Services using OneDrive is beneficial to all the service users under their care. It will also ensure smooth communications between the staff members and all the Healthcare Professionals who involves with their care and treatments.
- Good and Safe recording and documentation will elevate the Ashford Community Services the quality of services they can offer to their clients and help the Care setting to maintain a good rating standard from the CQC.
- Employees responsible for authorizations should communicate more effectively with each other.
- Authorised staff should share information more effectively.
- There should be controls in place to ensure that access to securely stored personal information about service users is properly managed.
- Overall, these changes have led to positive results.
- With OneDrive, Ashford Community Care can now manage documents more effectively while maintaining security and confidentiality.

References:

- CARE QUALITY COMMISSION (2022) *Serious misconduct or mismanagement*. Available at: <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/serious-misconduct-or-mismanagement> (Accessed: 03 October 2026).
- Care Quality Commission (CQC) (2023) *Digital record systems: achieving good outcomes for people using adult social care services*. Available at: <https://www.cqc.org.uk/guidance-providers/adult-social-care/digital-record-systems-adult-social-care-services/benefits-good-digital-records-system> (Accessed: 04 October 2026)
- CQC (2024) *Digital record systems: achieving good outcomes for people using adult social care services (Sources of best practice and guidance)*. Available at: <https://www.cqc.org.uk/guidance-providers/adult-social-care/digital-record-systems-adult-social-care-services/best-practice-guidance> (Accessed: 03 October 2026).
- Daruka, A., Nigam, A., & Kumar, S. (2026). Cyberbiosecurity in Action: Securing the Biological Battlespace from Digital Subversion. International Conference on Cyber Warfare and Security, 726-734. Available at: <https://doi.org/10.34190/iccws.21.1.4526> (Accessed: 7 October 2026)
- Gov.UK (Department of Health and Social Care) (2023) *Market Sustainability and Improvement Fund 2023 to 2024*. Available at: <https://www.gov.uk/government/publications/market-sustainability-and-improvement-fund-2023-to-2024/market-sustainability-and-improvement-fund-2023-to-2024> (Accessed: 7 October 2026).
- Kruse, C.S., Frederick, B., Jacobson, T. and Monticone, D.K. (2017) 'Cybersecurity in healthcare: A systematic review of modern threats and trends', *Technology and Health Care*, 25(1), pp. 1–10. Available at: <https://journals.sagepub.com/doi/abs/10.3233/THC-161263> (Accessed: 7 October 2026).
- Kuo, A.M.H. (2011) 'Opportunities and challenges of cloud computing to improve health care services', *Journal of Medical Internet Research*, 13(3), p. e67. Available at: <https://www.jmir.org/2011/3/e67/> (Accessed: 7 October 2026).
- NHS England Digital (2021) *Records Management Code of Practice*. Available at: <https://digital.nhs.uk/data-and-information/information-governance/guidance/records-management-code-of-practice> (Accessed 10 Oct 2026)
- NHS England Digital (2022) *NHS and social care data: off-shoring and the use of public cloud services guidance*. Available at: <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/nhs-and-social-care-data-off-shoring-and-the-use-of-public-cloud-services/guidance> (Accessed: 07 October 2026).
- NHS (2026) *Workforce, training and education (Digital Transformation)*. Available at: <https://digital-transformation.hee.nhs.uk/news/nhs-digital-academy-campus-new-self-guided-agile-and-product-learning> (Accessed: 03 October 2026).
- Skills for Careers (Department of Education) (No Date) *Digital record systems: Digital Skills*. Available at: <https://www.skillsforcareers.education.gov.uk/pages/skills-for-life/digital-skills> (Accessed: 04 October 2026).
- Snow, M., Ribeiro, W.S., Baginsky, M., Di Giorgio, S., Farrelly, N., Larkins, C., Poole, K., Steils, N., Westwood, J. and Malley, J. (2025) 'Best practices for implementing electronic care records in adult social care: rapid scoping review', *JMIR Aging*, 8, e60107. doi: 10.2196/60107. Available at: <https://aging.jmir.org/2025/1/e60107/> (Accessed at: 07 October 2026).
- UK Government (2014) *The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, SI 2014/2936, regulation 17: good governance*. Available at: <https://www.legislation.gov.uk/uksi/2014/2936/regulation/17> (07 October 2026).