

# **The University of Wales Trinity Saint David**

## **Digital skills and research methods(Lchs4007\_birm)**

### **Component 1**

### **Group presentation**



Presented by:

Group B

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Lecturer: Masud Siddiqui

Presented: 13th October 2025

# Speaker plan

| Topic                                    | Answered by                       |
|------------------------------------------|-----------------------------------|
| The benefits and limitations of MS Excel | Sabrina Rose 2511942              |
| Benefits and limitations of MS teams     | Tramaine Dorane Graham 2513703    |
| Impact of limited digital skills         | Emmanuel Oppong 2435925           |
| Checklist for digital safety practices   | Olabisi Gbadebo Arekemase 2506007 |

# Introduction

- Definition of digital skills
- Why are they needed in a care home setting?
- What will we be discussing today?



# What are the benefits of using Ms Excel?

Simple and easy to use.  
Basic training, if necessary  
(NHS,2023)

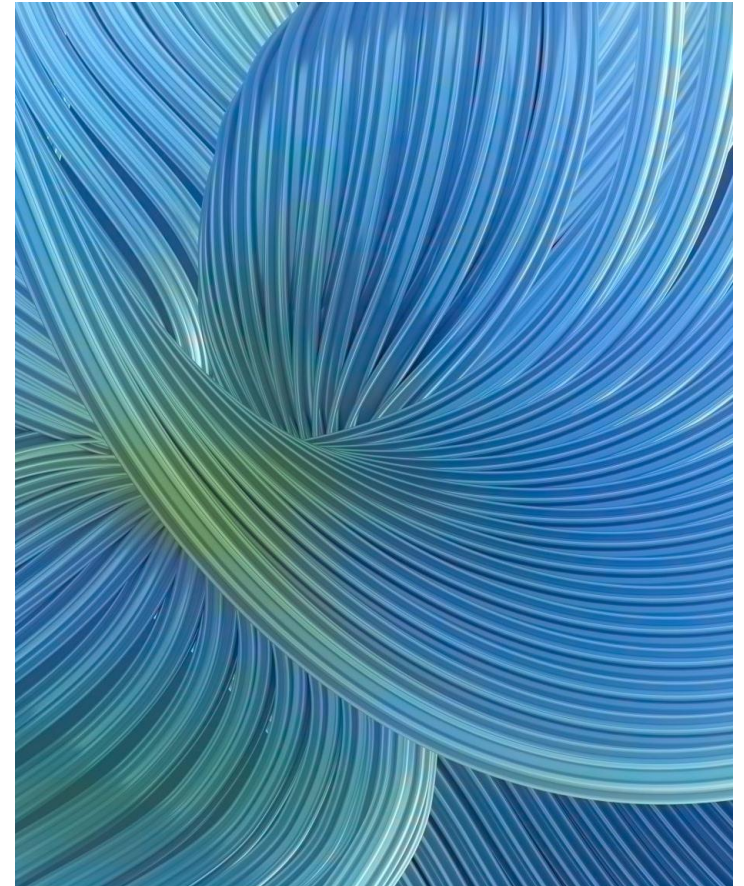
Clear layout and legible

Can be used for various  
tasks within the company

Saves time instead of  
writing, less chance of  
human error

Secure storage of  
information

Improves quality by  
enhancing safety and  
enabling more 'responsive'  
care. (cambridge.org,  
2023)



# What are the limitations of using Ms Excel?

Staff being  
digitally  
incompetent

Internet stability  
to support use  
(.GOV, 2023)

# Summary

- Struggles faced with research
- How can I overcome them?
- Overall summary of the use of MS Excel in the sunrise care home.

Thank you for listening, if there are any questions I would be happy to answer as it could assist with future research.

I will now hand over to my classmate Tramaine Graham, who will answer the next question.



# Reference list:

- NHS England, 'Health England', [www.England.nhs.uk/longread/digital-skills-health-informatics-competency-standards-frameworks-and-tools-for-healthcare-professionals/](http://www.England.nhs.uk/longread/digital-skills-health-informatics-competency-standards-frameworks-and-tools-for-healthcare-professionals/) version 1.2,(Dated 26/05/2023), Date sourced 21/09/2025
- (Image), 'Step2Skills' [www.events.hertfordshire/step2skills/2324-digital-skills-for-work-copy](http://www.events.hertfordshire/step2skills/2324-digital-skills-for-work-copy) (Date sourced 21/09/2025)
- .GOV 2023, Digital working in adult social care: What good looks like [www.gov.uk/government/publications/digital-working-in-adult-social-care-what-good-looks-like/digital-working-in-adult-social-care-what-good-looks-like-for-local-authorities-and-care-providers](http://www.gov.uk/government/publications/digital-working-in-adult-social-care-what-good-looks-like/digital-working-in-adult-social-care-what-good-looks-like-for-local-authorities-and-care-providers) (Date accessed 29/09/2025)
- Cambridge.org, Technology and homecare in the UK: Policy, storylines and practice | Journal of Social Policy <https://www.cambridge.org/core/journals/journal-of-social-policy/article/technology-and-homecare-in-the-uk-policy-storylines-and-practice/DA9669E0025249E9FF14873F8490F6BDD> (Date accessed 03/10/2025)

# How using Microsoft Teams, can be used in Sunrise Care Home.

Presented by Tramaine Graham



# Introduction

Today I will present on Microsoft Teams- otherwise known as (MS Teams). What are its benefits and limitation within the Sunrise Care Home.

I will provide a brief overview about what Microsoft Teams is, highlighting some of its key features and explaining what each different features offers.

# What is Microsoft Teams



Is a real-time app within Microsoft 365 that facilitates one-on-one chats, group conversations, voice and video calls, and virtual meetings and features like screen sharing and whiteboards.



It offers a collaborative platform for companies to communicate, share files, conduct rich online meetings, and manage tasks efficiently. Its extensive web conferencing integrates various Microsoft 365 tools to boost productivity.



The platform also supports teamwork through channels, both with and without Microsoft 365 apps, along with customizable notifications and sharing options to manage information effectively.



*Sanders, C. (2021-23) Chicago: American Bar Association; GP solo p.55-58*

# The Features In Microsoft Teams

- File Sharing
- Screen Sharing
- Security
- Video Conferencing
- Teams
- Calling
- Conversation Threads
- External Collaboration
- Meeting Join
- Reduced Email
- Slash Commands
- Secure Collaboration
- Group Chats
- Immersive Reader
- Integrations
- Microsoft 365 Intergration
- Teams Chat Notification
- Video Meetings
- Advanced Metting Capabilities
- Together Mode
- AI Tools
- Channels
- Chats

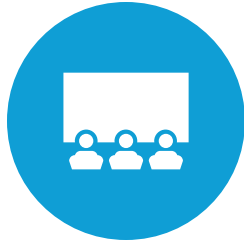
# Examples of how some of the features can be used.



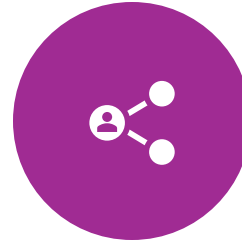
**Chat:** will engage in individual or group conversation with media support, including gifts, stickers and flies.



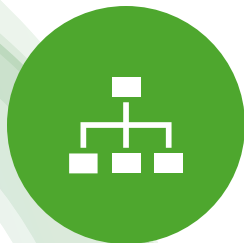
**Meetings:** You can schedule and conduct virtual meetings with the options for audio, video, screen sharing, and presentation with tools like – PowerPoint live and Microsoft white board.



**Live Events & Webinars:** Is for larger audience, host large- scale events or webinars with dedicated features for attendees and presenters.



**Together Mode:** Experience meetings in a virtual and digitize shared space, making interactions feel more engaging and interactive.



**Channels:** Is useful for organising conversations and work around specific projects or teams, keeping everyone on the same page.



**File Sharing:** seamlessly share and real time collaboration on documents and files within the chats, channels and team meeting recordings.

# The Benefits and Limitations using Ms Teams in Sunrise Care Home.



## Benefits

- The implementations of Ms Teams can be useful and beneficial at Sunrise care home, can greatly enhance communication and facilitating efficient, reliable transfer and documents and files.
- It is helpful for the organisation to host large meetings with multiple participants and can schedule and undertake various methods of communication, while offering flexibility and scalability for collaboration with employees and other team members.
- The platform consolidates communication and teamwork in a single app, seamlessly integrates
- with Microsoft 365 tools, and includes strong security features, making it a highly suitable choice for Sunrise care home.

# The Benefits and Limitations of Using MS Teams in **Sunrise** Care Home

## Limitations

- A rule of circumstances may arise with restrictions or problematic servers.
- A steep learning curve and an overwhelming interface pose challenges for new users.
- There are notable performance issues,, such as slowness, high resource usage, and unreliable message delivery, notification and syncing.
- Additional drawbacks include poor external user access, file management challenges, limited channels, and susceptibility to internet interference.
- When you use Teams as Part of a larger Microsoft 365 suite, many of the features it offers become redundant, and the solution loses some of its overall value.



# CONCLUSION

MS Teams was introduced in March 2017.

Microsoft Teams is designed for people and organisations with busy schedules who cannot meet in person. The platform has proven to be a practical alternative for establishing a virtual and audio process that is not only efficient and reliable but also increases collaboration between employers, employees and companies.

The primary goal is to ensure that accurate and timely communication is provided and can facilitate a wide range of options on one application.

# REFERENCES

*aztechIT (2024) Benefits of Microsoft Teams for Small Business & Enterprise. Available at: <https://www.aztechit.co.uk/blog/microsoft-teams-benefits#:~:text=> (Accessed: 10 October 2025)*

*CloudTech24 What are the Benefits of Using Microsoft Teams in 2024? Available at: <https://cloudtech24.com/2024/01/benefits-of-microsoft-teams/> (Accessed: 10 October 2025)*

*Jotform (2025) The pros and cons of Microsoft Teams. Available at: <https://www.jotform.com/blog/microsoft-teams-pros-and-cons/> (Accessed: 10 October 2025)*

## ITS IMPORTANCE, IMPACTS AND HOW IT IS MANIFESTED

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# DIGITAL LITERACY

Digital literacy according to UNESCO institute for statistics(2018) is *"the mean to understand basic skills or ability to use computer confidently, safely and effectively, including the ability to use office software such as word processors, email and presentation software"*. In sunrise care home digital literacy include being aware of the privacy/regulatory obligations and recognising cyber risks, and the ability to practically use devices and software to interpret digital records, to follow digital procedure and to adapt when system change.

Limited digital literacy among the staff of Sunrise can cause concrete risks to residents' safety and quality of care, and can also slow the flow of work, generate gaps in communications, and gives extra workload of the staffs who are digitally confident.

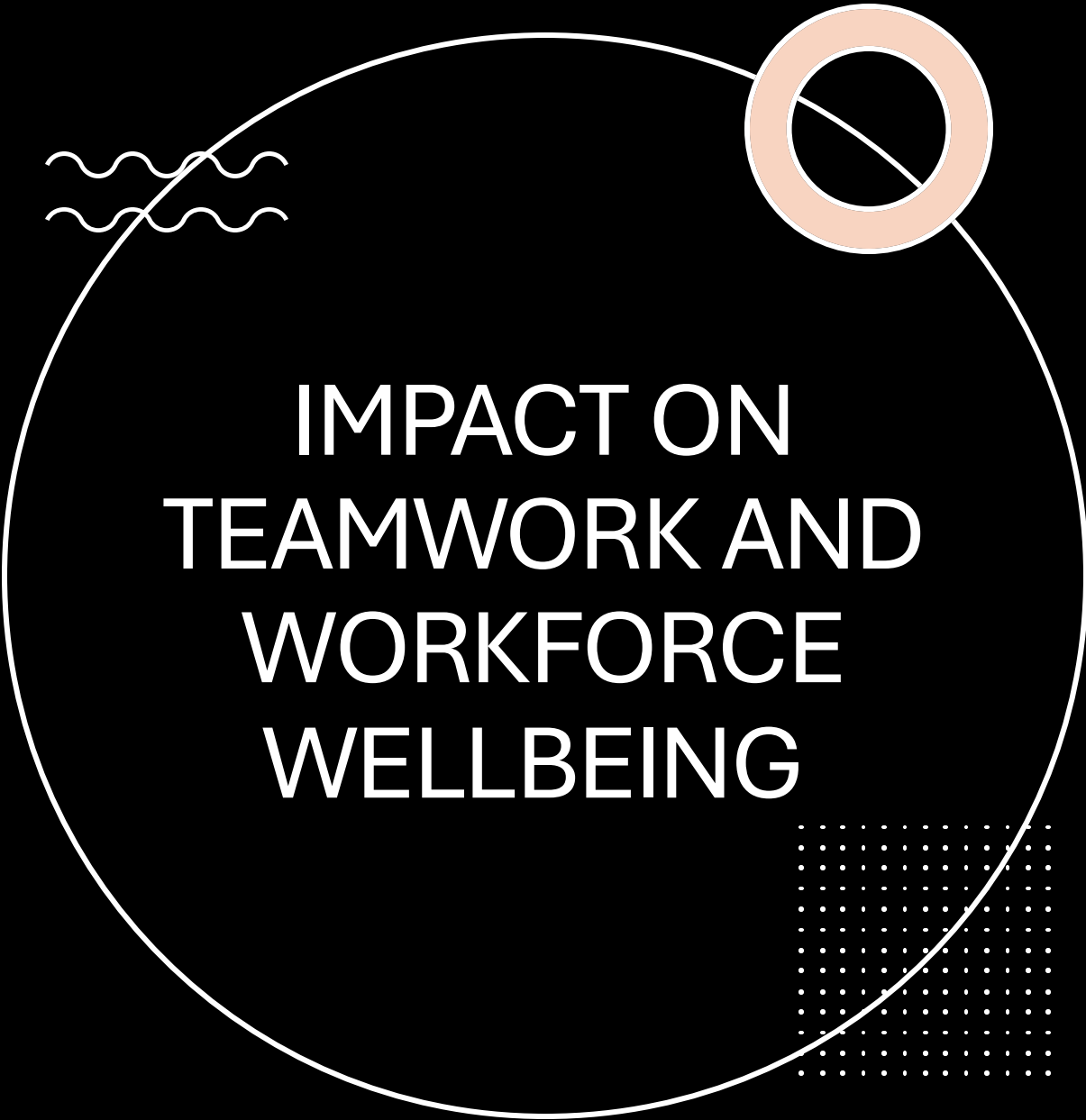
# THE IMPACT OF LIMITED DIGITAL LITERACY ON CARE DELIVERY.

- One of the major impacts limited digital literacy have on the residents of Sunrise care home is medication and clinical errors. This is because, when staffs cannot confidently enter or retrieve digital medication charts of patients, it can result in multiple doses or missed doses, and it also makes cross check.
- Another impacts limited digital literacy have on the residents and staff of Sunrise care home is that it slows down/ cause a delay in clinical decision making and response time. When the up-to-date records of a patient is digitally entered and a staff cannot access it quickly, it can cause harm to residents who are in critical situation.
- Limited digital literacy in care delivery waste staff time and inefficiency. Working manually take time away from direct care; most studies report that staff spend too much time on administrative tasks
- Lower quality of person-centred. If a staff at Sunrise care home can't make use of the tools that compile data, plans for caring become less-evidence based and making changes nearly impossible.



# IMPACT ON COMMUNICATION.

- Missed handovers and fragmented information flow is an impact limited digital literacy have on the staff of Sunrise care room. Digital handovers such as Teams messages, shared shift notes makes it possible for a staff on a different shift know what went on with the residents during their absent and this can only be possible depending on staff knowing and checking how to use these channels. Due to limited digital literacy among staff, some important information and updates will be missed which can cause harm to the residents.
- Another impact is the gaps in family communication. Residents in the care home are other people's family who have become the responsibility of the staff, so the family outside the care home needs to know the wellbeing of the residents.
- Another impact limited digital literacy have on sunrise care home is the increase reliance on telephone or face to face communication which is not always possible.
- Breakdown of multidisciplinary collaboration is also an impact limited digital literacy have on sunrise care home. Staffs low confidence in digital literacy reduces effective participation in multidisciplinary discussions and delays referrals.



# IMPACT ON TEAMWORK AND WORKFORCE WELLBEING

- Unequal workload and digital burden. In the sense that, staff with digital know how will pick up extra administration work and will be shifted around during work to help other colleagues this will increase their workload and make them resent work. Thus, because they are doing too much job for less pay.
- Another impact limited digital literacy have on teamwork is the problem with retention and training. When new systems are introduced without adequate support, staffs feel overwhelmed and are mostly scared to make mistakes. For instance, a carer in sunrise might accidentally delete an important note or struggle to guide an electronic medication chart, they will lose their confidence and not try to use the digital chart if their mistake is not guided but rather criticised. *“Digital change fails when end-users do not feel competent, confident or supported”.* (Greenhalgh, 2017).
- Inter-professional friction:
- Lower staff morale and resistance to technology.

# References

- UNESCO Institute for Statistics (2018) A global framework of reference on digital literacy skills for indicator 4.4.2. Montreal: UNESCO Institute for Statistics. Available at: <https://uis.unesco.org> (Accessed: 5 October 2025).
- Greenhalgh, T., Wherton, J., Papoutsi, C., Lynch, J. and Hughes, G. (2017) Journal of Medical Internet Research, 19(11), e367. Available at: <https://www.jmir.org/2017/11/e367/> (Accessed: 10 October 2025).



# INTRODUCTION

**Today I will be presenting about the Digital Safety and Practices. Covering secure logins, email safety, and safe document and storage.**

**By Olabisi Gbadebo Arekemase**

# Benefits:



Protects resident privacy and dignity



Ensures sensitive, personal and medical information remains confidential



Prevent unauthorised access to resident's health records, photos or communications



Supports safe and effective care delivery

# limitations

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Limited staff digital skills and awareness

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Cost and resource constraints

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Dependence of technology

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Resistance to change, some staff or residents may prefer traditional (paper-based) methods

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Balancing privacy with accessibility

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Third party risks

# Checklist

- Data protection & confidentiality. For example, all resident's records are stored digitally that are encrypted and password protected.
- Access to care records is restricted to authorised personal only.
- Staff use individual login credential.
- Device and network security .
- Password protection and Authentication.
- Email and communication safety.
- Incident management.

# Conclusion

- Digital safety in Sunrise Care Home summarises that residents personal and health information, staff data, and organisations system are protected from misuse, loss, or cyber threats.
- This checklist outline the key areas and is equipped with advanced monitoring and the Maintenance of good digital practice.
- In summary effective digital safety in a Sunrise care home protects resident's privacy, ensures compliance with data protection laws, efficient care delivery.

# REFERENCES

*Care Quality Commission (2023) How we regulate Guidance on data Security and information Governance in Care Services, London: CQC Available at: <https://www.cqc.org.uk> (Accessed 8 October 2025)*

*Department of Health and Social Care (2023) Data Security and Protection Toolkit Guidance, London DHSE Available at: <https://www.dsptoolkit.nhs.uk> (Accessed 8 October 2025)*

*NHS Digital (2023) Data Security Standards for Health and Social Care Leads: NHS digital Available at: <https://digital.nhs.uk/data-security> (Accessed 8 October 2025)*