



 Microsoft 365

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Introduction

- The Greenfield Home Care Agency assists the elderly who live on their own within the community (Mahat, 2022).
- The organisation has implemented the Microsoft 365 as a way of enhancing the day to day operations.
- Numerous employees have yet to build their trust in the utilization of online tools.
- This presentation describes the way in which the PowerPoint can be used to enhance the efficiency and organisation of the work.



Current Scheduling Method

Work Area

Staff Briefings

Training Sessions

Care Updates

Team Communication

Current Issues Without Effective Use of PowerPoint

Important updates are shared verbally or on paper and may be forgotten.

Training materials are not stored in one clear, organised format (Aladwani, 2019).

Client information is presented inconsistently across teams.

Presentations are not shared properly, causing delays and confusion.

How Powerpoint Improves Efficiency

- The use of PowerPoint enables employees to display information in a structured way.
- Care plans and important updates can be disseminated in a single format.
- Staff can be able to perceive information in a short time through visual charts and diagrams (Das, 2025).
- Team meetings will be efficient since it will be easy to follow the information.



Benefits and Limitaitons

Benefits

Makes information clear and easy to understand.

Improves communication during meetings.

Supports visual learning with charts and images.

Easy to share through Microsoft 365 (Baker, 2018).

Helps standardise training and care updates.

Limitations

Staff may need training to use it properly.

Poorly designed slides can confuse staff (Kernbach, 2015).

Requires time to prepare good presentations.

Technical problems can disrupt meetings.

Overuse may reduce face-to-face discussion

Conclusion

- PowerPoint will assist Greenfield to exchange information effectively and uniformly.
- Through graphics, the staff is able to grasp the training and care updates easier.
- Wireless safety and improved organisation can be achieved with the help of PowerPoint (Rosyiddin, 2023).
- The frequent training will enable employees to make use of PowerPoint in a competent and positive manner.



CONCLUSION

Microsoft Teams – Communication & Collaboration Tool



Microsoft Teams is a communication and collaboration platform within Microsoft 365 that brings together chat, video calls, file sharing, and shared workspaces. At Greenfield Care Home Agency, staff work across different locations, with carers in the community and coordinators and nurses in the office, which can lead to slow or inconsistent communication. Teams provides a central digital space that keeps everyone connected in real time.

(Microsoft, 2023)

How Teams Supports Communication at Greenfield



1

Real-time communication

Many carers rely on calls, texts, or handwritten notes, which can lead to delays or missed information. Teams enables instant messaging between carers, nurses, and coordinators, allowing quick updates and support. This reduces delays and improves response times for client needs (Richter, 2022).

2

Video meetings for remote coordination

Greenfield often needs to brief staff on care-plan changes or safeguarding updates. Instead of travelling to the office, carers can join short video meetings on their phones. This ensures everyone receives the same information at the same time, even when working across the community (Microsoft, 2023).

3

Team channels for organised communication

Channels like Medication Updates, Shift Changes, and Safeguarding Alerts help Greenfield keep communication organised. This prevents important messages being lost in long email chains and helps staff find information quickly (Serrano et al., 2021).

4

File sharing and collaboration

Care plans, risk assessments, and visit schedules can be stored in Teams and accessed securely through SharePoint. This ensures staff use up-to-date documents, reducing errors and duplication. When a nurse updates a care plan, carers can see the change immediately on their phone (Miller, 2020).

Benefits of Using Teams at Greenfield

Improved communication across locations	Better teamwork and information sharing	Supports mobile working	Enhances digital record-keeping
Instant messaging and video calls keep carers connected with the office, improving coordination and speeding up decisions(Richter, 2022).	Centralised communication reduces confusion and supports consistent care, which is vital for older adults.	Teams works on smartphones, allowing carers to access information during visits - important in community care where staff aren't desk-based.(Microsoft, 2023).	Shared files, chats, and notes create a clear audit trail that supports accountability, quality assurance, and compliance.

Limitations and Challenges

Digital confidence and training needs

Some staff may struggle with new digital tools, so Greenfield must provide training and support (Serrano et al., 2021)

Internet connectivity issues

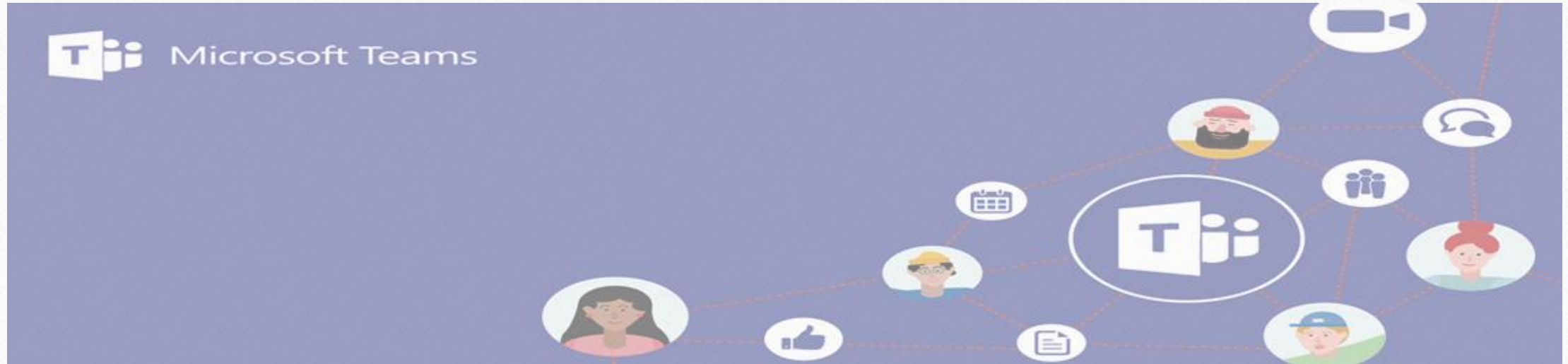
Carers in low-signal areas may struggle to access video calls or shared files.

Risk of information overload

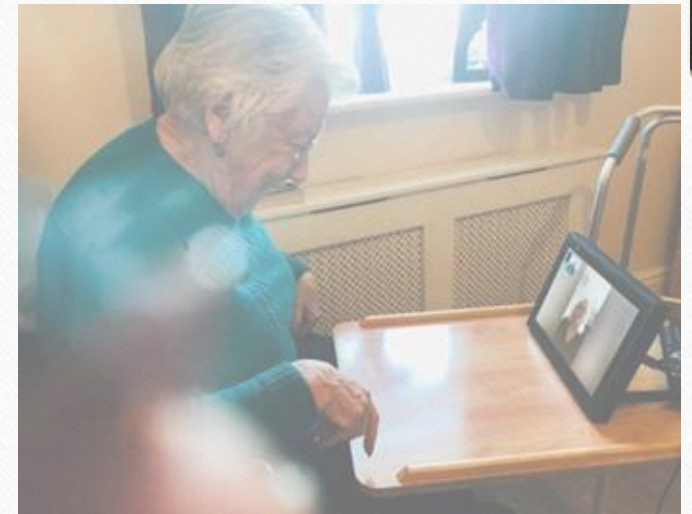
Too many channels or notifications can overwhelm staff, so clear communication guidelines are needed (Miller, 2020).

Data protection responsibilities

Teams must be used correctly to meet GDPR (General Data Protection Regulation), including secure access, strong passwords, and safe sharing of client information.



Finally, Microsoft Teams can improve communication, collaboration, and efficiency at Greenfield. It supports real-time updates, mobile working, and secure information sharing, but its full benefits depend on staff training, clear communication rules, and strong digital safety practices.



Digital Safety Action Plan

- Greenfield Home Care Agency

Aim:

To improve data security, protect sensitive client information, and support the safe use of Microsoft 365 across the organisation.

This action plan focuses on secure access, email safety, data management, and confidentiality in line with healthcare standards.

Goal 1 – Secure Access

- Objective: Prevent unauthorised access to Microsoft 365 systems.
 - Enable Multi-Factor Authentication (MFA) for all staff accounts
 - Apply strong password requirements for all employees
 - Limit access to systems on approved work devices, especially for carers working remotely

Goal 2 – Email Awareness

- Objective: Reduce the risk of phishing and email-based cyber threats.
 - Train staff to recognise phishing and scam emails
 - Use Microsoft 365 email protection and spam filters
 - Encourage staff to report suspicious emails immediately

(NHS, 2023; Parsons et al., 2017)

Goal 3 – Data Management

- Objective: Ensure safe storage and controlled access to data.
 - Store client records securely using OneDrive or SharePoint
 - Restrict access through role-based permissions
 - Carry out regular system backups to protect against data loss

(NHS Digital, 2022)

Goal 4 – Confidentiality and Compliance

- Objective: Ensure safe storage and controlled access to data.
 - Store client records securely using OneDrive or SharePoint
 - Restrict access through role-based permissions
 - Carry out regular system backups to protect against data loss

(NHS Digital, 2022)

Benefits for Greenfield Home Care Agency

- Protects confidential health and personal information
 - Reduces risk of cyber-attacks and data breaches
 - Improves staff confidence using digital systems
 - Supports secure communication between office staff and carers
 - Aligns with NHS and UK data protection standards

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