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Staff communication and daily updates

Recommended tool: Microsoft Teams

Good afternoon all. Today our group will be presenting our Microsoft 365 recommendation for Ashford Community Care Service to which we've focused on staff communication and daily updates, hence our recommendation for Microsoft Teams as the best tool to solve their current challenges. I'm Lily, and with me are Kiki and Fav and together we'll cover the task, our chosen tool, its benefits, and exactly how Ashford can implement these changes.



Microsoft Teams

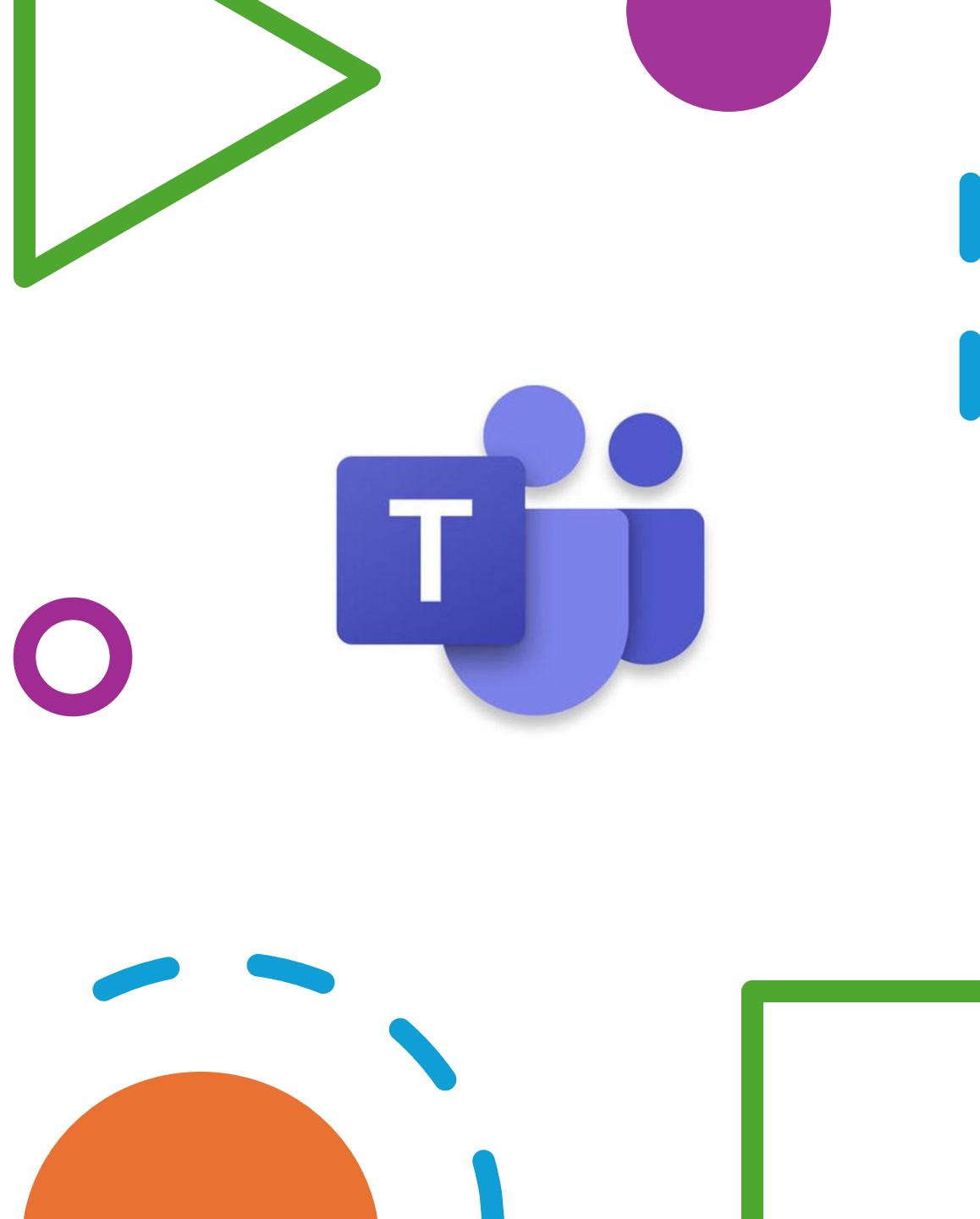
Staff Communication and Daily Updates.

This is the backbone of Ashford's work and is inclusive of, sharing handovers, appointment changes, medication alerts, and wellbeing observations across the whole team.

The challenge is that staff work across three different settings — people's homes, supported living, and the main office making Information sharing a need to travel fast and reliably between every role — support workers, senior care workers, nurses, coordinators, and admin staff.

But right now, there's no single shared system. Staff use texts, emails, paper notes, and verbal messages leading to exactly the problems described in the case study: 'missed updates, duplicated work, conflicting information, and inefficiency' (Microsoft, 2026).

That's why we chose this task — because better communication isn't just convenient — it's essential for safe, consistent care.



A vibrant, stylized illustration depicting a network of communication. Five diverse individuals are shown: a woman with red hair at a laptop, a man with a briefcase holding a tablet, a woman in a red dress gesturing, a man with glasses holding a phone, and a man in a yellow shirt. They are interconnected by a complex web of red and blue lines. Various icons like a lightbulb, a clock, an envelope, a speech bubble, and a target are scattered around, symbolizing different aspects of communication and workflow.

Ashford Community Care Service: Staff communication and daily updates

This task covers all of the daily information sharing across Ashford Community Care Services – between support workers, nurses, care coordinators, and administrative staff – across three settings. Service homes, supported living, and the main office.

- **Core activities included are:**

- Daily handover notes between shifts.
- Real-time updates: appointment changes, medication alerts, health/wellbeing observations across the whole team.
- Responding to urgent queries from staff in the community.
- Sharing general announcements and policy reminders.
- Recording and referencing past updates for continuity of care.

Microsoft Teams.

We have selected it because it directly matches every need across Ashford.

Firstly, it works everywhere.

It runs on phones, tablets, and laptops, so staff can access updates whether they're in the office or at a service user's home (Smith and Jones, 2024).

Second — it delivers real-time updates. Unlike email that sits unread, Teams uses instant chat and notifications — so urgent changes like medication alerts or appointment cancellations are seen immediately (CQC, 2024).

Third — it keeps information organised. Instead of everything getting lost, channels group updates by topic — handovers, urgent alerts, announcements — so everything has a place and is searchable (Lee, 2025).

Fourth — it's secure. It meets UK data protection rules — absolutely essential for sharing sensitive service user information (Gov.uk, 2025).

And finally — it connects with tools they already use. They can attach Word documents, Excel rotas, and SharePoint files directly — everyone sees the latest version, no duplicates, no confusion (Brown, 2025). Put simply — Teams doesn't just do one thing. It solves every problem they described, using software they already pay for.”

Useful and easy to use:

Microsoft teams made a positive impact when staff couldn't connect in person to share knowledge or to update others.

Why may staff accept and use microsoft teams:

- According to Davis (1985) " people are more likely to accept technology when they believe its useful and easy to use".

Ashford's Need	How Microsoft Teams Meets It
Works across all locations	Accessible via phone, tablet, laptop — anywhere, anytime (Smith and Jones, 2024)
Real-time updates needed	Instant chat, notifications, @mentions — urgent info seen immediately (CQC, 2024)
Organised, searchable info	Channels group conversations by topic — nothing gets lost (Lee, 2025)
Secure for care	Meets UK GDPR — safe for sensitive service user data (Gov.uk, 2025)
Integrates with M365	Attach Word, Excel, SharePoint files directly — no duplicate versions (Brown, 2025)

Why is it suitable?

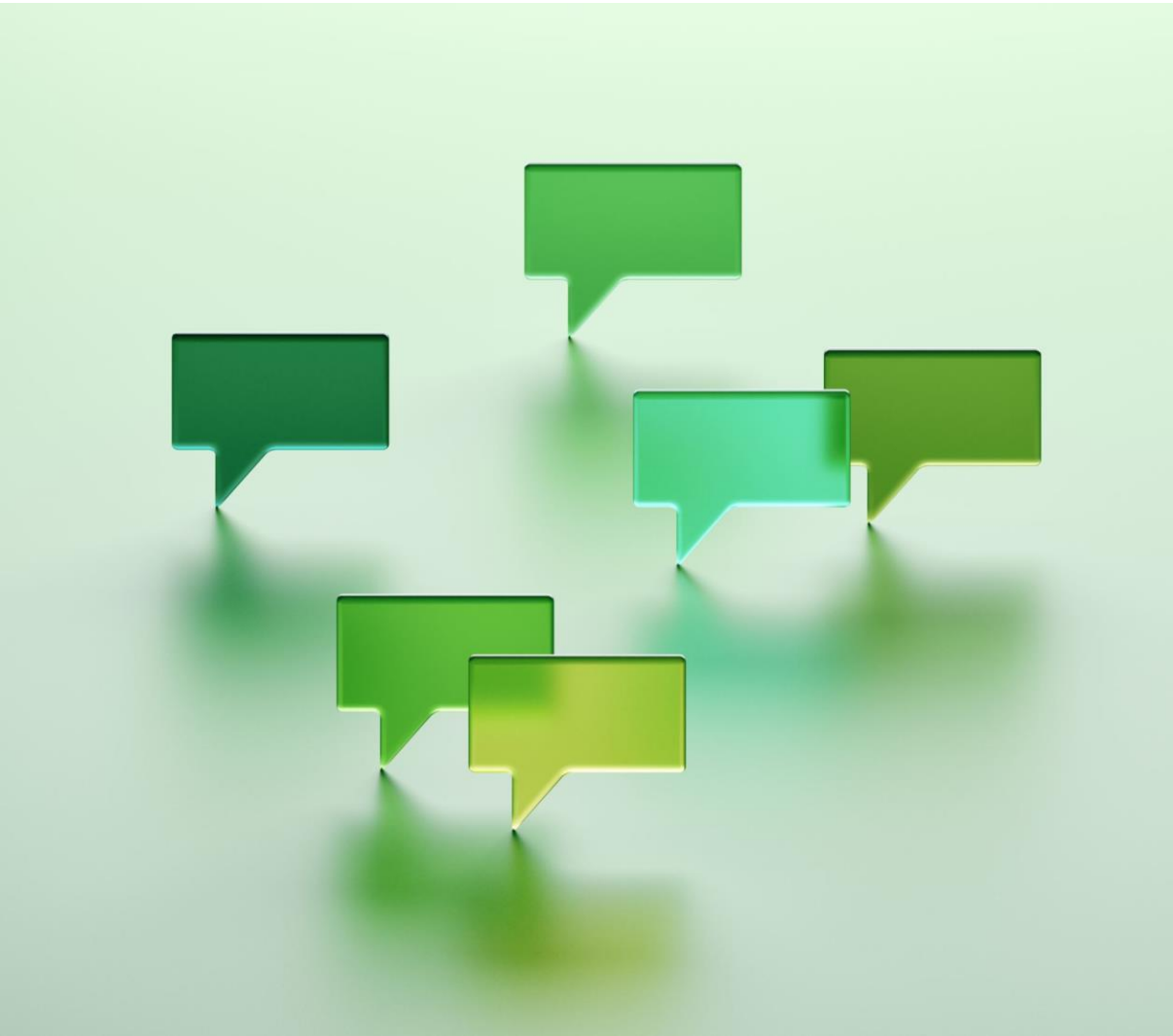
Connecting the whole care team:

Why is microsoft teams suitable for the task?

Daily communication & Daily Updates :

- Microsoft teams supports employees ,employers and other professionals collaborate effectively.(Melati,2025)
- Provides features including : Online meetings, documents sharing with real times updates, and works across different locations across the UK. (Chaushi,Nastovska and Veseli-Kurtishi,2024).
- Channels for every team conversations and files.
- Meetings are grouped by topic , so all daily updates sits in one place.
- Is secure and meets UK data protection rules — absolutely essential for sharing sensitive service user information (Gov.uk, 2025).





How Microsoft teams improves efficiency and communications?

Ashford today:

- Missed updates when messages are scattered.
- Duplicated work between staff
- Inconsistent information and records
- Inefficient, unclear ways of working

With Teams:

- One shared channel, where everyone can see the same updates and can communicate promptly.
- Shared chat history and files, to stop task being repeated.
- One place to check for the latest and accurate information.
- Can reduce reaction times between workers.
- Quick replies by chat , call or video from any device. (Sharp and Snapp,2026)
- voting polls to share availabilities and suitable working hours , to reduce confusion.

A daily update in practice

1. Post

- A senior care worker posts the daily update in the team channel. (Microsoft, no date)
- **2. Alert**
- @mentions and notifications flag urgent updates to the right people.
- **3. Respond**
- Staff reply, call or share a photo from the mobile app while out visiting. (TechCentral.ie, 2019)
- **4. Record**
- Messages and files stay in the channel, so the history is easy to find. (Microsoft, no date)



Results :

Fewer missed updates, less duplicated work and faster responses, leading to more consistent care for service users.



Advantages of microsoft Teams:

- Microsoft teams allows community and other health professionals to communicate without being in the same location. For example, a community nurse could attend a virtual meeting with a GP, social worker and an occupational therapist to discuss
 - A persons care plan this can make communication quicker and more cost effective when it comes to traveling . When you are giving support or advice to your patient with a physical disability or a long term condition multiple professionals may need
 - to discuss your care Another advantage a community nurse who is visiting through out the day could potentially join a scheduled meeting remotely back to the health
 - centre or office.
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Disadvantages of Microsoft Teams:

- Some of the disadvantages of Microsoft Teams could be technical issues poor internet connection.
- A client might not have a private or quiet space to conduct a call.
- People some people may have limited technical experience so doing a virtual call would be quite challenging.
- There are also other issues to be taken into consideration eg power cuts and also the patient may not have the right facilities to receive
- A video call especially the older generation these are a few points to be considered.

A brief history of microsoft teams

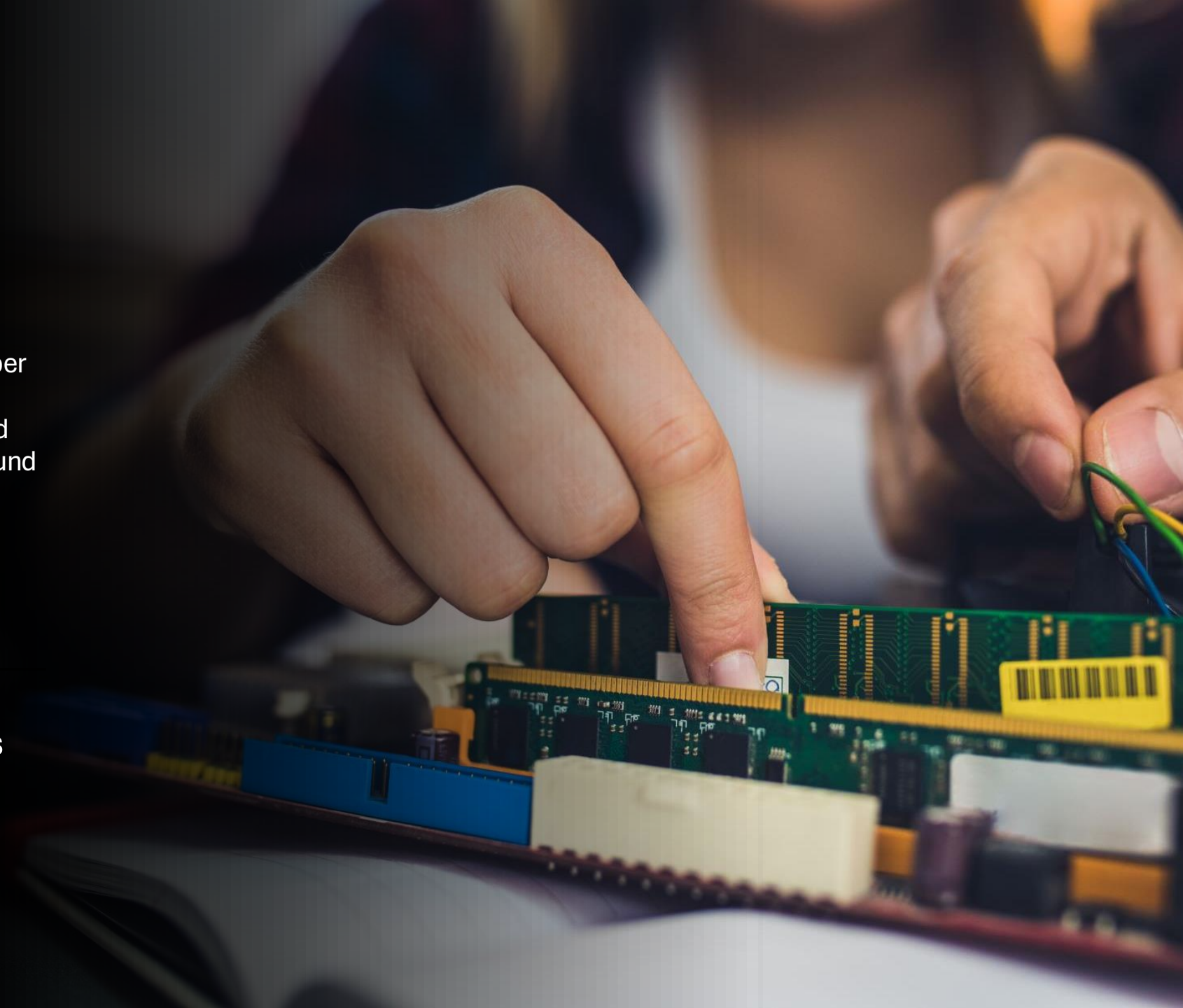
Microsoft Teams was created for communication and collaboration

It brings together messaging, meetings, and shared content.

Microsoft Teams was announced in November 2016; it became generally available in March 2017. As we would all appreciate, this opened many more opportunities for the people around the world to communicate and collaborate remotely.

(Microsoft, 2017)





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