



UNIVERSITY OF WALES

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**Digital Skills and Research Methods
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Skills for the Workplace (Health & Social Care)**



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Case Study: Greenfield Home Care Agency

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INTRODUCTION

- ▶ Greenfield Home Care Agency Serves Older Adults in the Community.
- ▶ Staff struggles to adapt Microsoft 365 tools in Greenfield Home Care Agency.
- ▶ These digital inefficiencies affect:
 1. Organisational Communication.
 2. Staff training..
 3. Documentation



paper-based vs digital (NHS Digital, 2022).

Current Practice at Greenfield (Before PowerPoint)

Staff rely on:

- ▶ Paper-based training materials.
- ▶ Verbal handover .
- ▶ Static printed guidelines

! PROBLEMS:

- ▶ Time- consuming training
- ▶ Poor staff engagement



*Reinforces inefficiency
(Westbrook et al. 2019)*

How PowerPoint Improves Practice

✓ Staff Training

Interactive slides with graphics and case scenarios.

✓ Standardised Communication

Consistent information across all staff.

✓ Remote Access

Slides shared via Teams/OneDrive.



Visual solution (Westbrook et al. 2019).

Benefits of PowerPoint

✓ Enhances Efficiency

Structured content that reduces training time.

✓ Enhances Performance

Retention is improved with visual learning (Mayer, 2020).

✓ Supports Person-Centred Care

Staff better understand patient needs.

✓ Boosts Consistency

Reduces variation in care practices.



*Supports analytical discussion
(Topol, 2019).*



Microsoft Teams - Enhancing Communication & Collaboration at Greenfield Home Care Agency

- Microsoft Teams: Bridging Field Carers and Office Staff
- Evaluating Communication Across Locations
- Greenfield Home Care Agency Case Study



Overview of Microsoft Teams in Greenfield

- ▶ **Greenfield Home Care Agency Microsoft Teams**
- ▶ **Focus:** office and field staff communication and collaboration.
- ▶ **Teams** can serve as a single hub for messaging, calls, meetings, files, and updates (Mayer, 2020).



How Teams Supports Communication Across Locations

- ▶ **Linking carers in the field to coordinators and admin staff**
- ▶ • Instant messaging between visiting carers, nurses and care coordinators (quicker than phone tag).
- ▶ • Voice/video calls for urgent advice (e.g. medication query, wound concern, safeguarding worry).
- ▶ • Staff have access to a mobile app and can communicate during community visits (with safe use policy).



Digital Safety Action Plan for Greenfield Home Care Agency

Protecting Client Data and Improving Digital Security

- ▶ **Goal:** Ensuring the protection of our older adult clients' sensitive health data while empowering staff confidence in Microsoft 365.
- ▶ **The Challenge:** Staff at Greenfield work out and about (i.e. visiting people in their homes) and are adjusting to new digital tools, .
- ▶ **Action:** A clear, simple, and actionable safety plan with the four goals that you must keep in mind:
 - ▶ •Secure Access
 - ▶ •Email Awareness
 - ▶ •Data Management



Secure Access: Protecting Devices in the Office and the Field

- ▶ **MFA (Multi-Factor Authentication):** Requires a second confirmation (such as a text message code) to access Microsoft 365.
- ▶ **Device Security:** Visiting carers' phones and tablets should be protected by robust PINs/biometrics (Face ID/Fingerprint).
- ▶ **Safe Networks:** Avoid insecure public Wi-Fi (e.g., cafes) to access clients' care plans (Coventry & Branley, 2018).



Email Awareness: Safe Communication via Microsoft Outlook

- ▶ **Identifying Phishing:** Staff should be trained to recognise phishing emails masquerading as management or IT communications.
- ▶ **Checking Recipients:** Always double-check email addresses before sending sensitive information (e.g. a care plan to a GP).
- ▶ **Secure Attachments:** Use the encryption feature in Microsoft 365 for emails that contain medical information (ICO, 2023).



Data Management: Handling Client Data Safely in MS 365

- ▶ **Cloud vs Local Storage:** All notes/files must be saved to OneDrive or SharePoint, NEVER to the device's local hard drive/personal phone gallery.
- ▶ **Access Limits:** Use "RRole-BasedAccess" so staff only see what they need to.
- ▶ **Greenfield Application:** When an admin leaves the agency, they may take their client files with them and store them on their personal laptops instead of SharePoint (Microsoft, 2023).



Conclusion

► PowerPoint immensely enhances:

1. Training efficiency.
2. Organisational Communication.
3. Care quality.

However:

► PowerPoint must also be covered in Office automation for employees

🎯 Bottom Line: PowerPoint is a free solution that saves money and improves staff performance/patient safety.



References

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