

Assessment component 1

Case Study: Ashford community care service Bianca Dodgen

One Drive

LCHS4007

2605660 Chantelle Taisha Jones

2606103 Kelly Gillett

2604718 Toni Louise Olivia Taylor-Brown

Staff Training and sharing learning materials What does the work place task involve?

Keeping staff knowledge and skills up to date

Training on safeguarding and Health and Safety

Training on care procedures

Sharing learning Materials such as documents

Making training available to staff

Helping staff to provide safe and effective care

Microsoft 365 tool Microsoft Teams

Staff can attend online training

Training materials can be shared

Staff can communicate with each other

Staff can use questions

Why this tool is important

Effectiveness

Rapid dissemination of information

Improved communication

Promoted shared situational

Mircrosoft Teams proved to be a practical and effective tool for streghening Hics with potential for further refinement through health care specific customization

Many individuals on Health care teams use it on a daily basis for routine care,

How it improves efficiency in communication

- To develop or improve the activity experience of remote interactions for our staff members
 - To support high quality
- Comprehensive non- face to face communication in order to minimise risk of infection
- To deliver medical education sessions virtually avoiding the need to meet in person.

Advantages and Limitations of using the chosen tool

It works smoothly with word/excel/power point/one drive and sharepoint for real time documents, it combines instant messaging, voice calls and video referencing all in one app. It automatically stores meeting recordings . It connects with thousands of external tool. The limitations are the tool over lap and the confusion with other Microsoft tools like outlook or viva. It only limits teams to 30 private channels and caps groups at 250 people. It has a file size limit and a 30hr cap on individual online meetings. It can feel cluttered or complex when managing permissions, guest access or custom file structures. It does require a stable high-speed connection and can consume significate system memory during large video calls.

Recommendations on Ashford can implement these changes.

Ashford can implement these changes by using Microsoft teams to communicate with staff online, this could be to let staff know about a new service user or a change in a care plan for a current service user. Updates on medication for a service user if they are on a new medication, higher/lower dose of medication or a discontinued medication. It can also be used to update staff with up and coming appointments or if a new appointment needs to be made. It can also check on the well being of staff, if there is any concerns needed to be discussed this helps build up a higher moral with staff.

Reference lists

Chantelle reference lists-

Community Care Roles explained

(19.11.2021)

www.social.co.uk/blog/career-pathways/community-care-roles-explained

Accessed on 8/10/2026

Toni reference lists-

Data sharing and privacy unit nhsEngland information government considering for staff0f instant messaging software setting 2018

Kelly reference list-

Rieth.E

28/07/2026

The pro's and con's of Microsoft teams