



Riverdale Nursing Home

Student Number:2534723

Module Title :Digital Skills and Method

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Introduction

Good Afternoon,
My name is
Shmiala and today
I am going to
discuss with my
team about
Riverdale nursing
home. We will be
discussing the
advantages
and disadvantages
on how to improve
efficiency using
Microsoft 365.



I have chosen the task **Staff Communication** in a care home and the Microsoft tool I will be talking about is Microsoft Teams.

I have done Academic Research on how effective staff communication is whilst using Teams.

We will be also doing a conclusion of how it improved efficiency and communication whilst using teams and data protection.

Lastly, we will be discussing advantages and disadvantages of Microsoft Teams, and how it is effective in a care home.





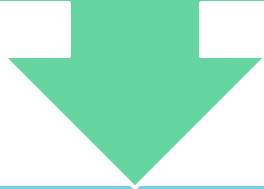
Microsoft Teams Telephony

MS Teams telephony functionally allows NHS staff to make outbound calls independent of their existing telephone solutions. **(NHS England, 2025)**

This means existing telephone lines can remain free for incoming calls. **(NHS England, 2025)**

What is Microsoft Teams

MS Teams is a secure communications platform which can be protected and monitored within the NHS secure boundary when accessed via secure NHS networks: *the deployment of digital collaboration tools within primary care* (NHS England, 2025).



With MS Tools you can :

Invite NHSmail and non-email users to meetings

Staff using their own devices should take reasonable steps to ensure information is safe, internet access is secure: *the deployment of digital collaboration tools within primary care* (NHS England, 2025).

Start calls and send messages on the go

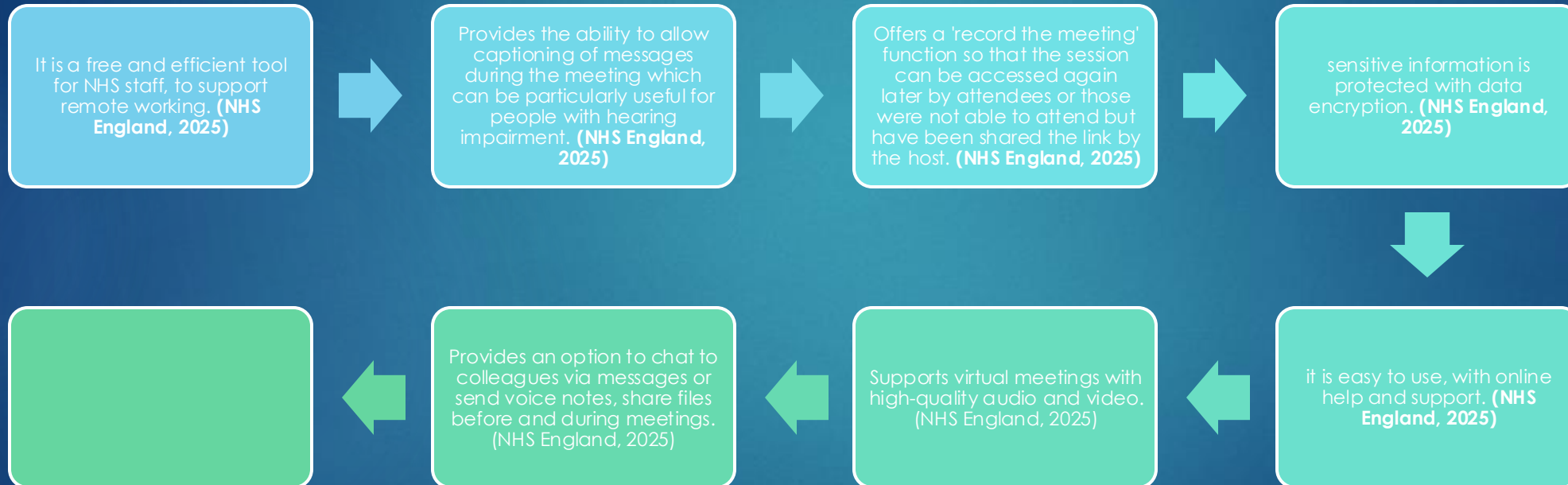
Organise meetings with up to 250 attendees

Organise, and record live events, which can be useful for training sessions and virtual conferences with a large audience (up to 10,000 attendees)

Benefits of MS Teams

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Disadvantages

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- ▶ Could be overwhelming for new users
- ▶ Poor Internet connection
- ▶ Can be an expensive investment for the care home
- ▶ Confusing when accessing files
- ▶ The desktop app can perform slower than usual, reasons could be memory usage or battery drain.
- ▶ High storage consumption
- ▶ Limited channels – teams allows you to create 30 private channels per team
- ▶ File management issues
- ▶ High internet stability
- ▶ Overlap with other Microsoft tools
- ▶ Complex advanced features for those unfamiliar with teams

Microsoft UK Stories

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There is a five-year partnership with Microsoft 365 and NHS England.

John Quinn, Chief Information Officer at NHS England said:

- The NHS will be able to develop novel applications enabled by Microsoft Teams.
- These apps will improve workplace processes, support better outcomes for patients and improve working life for busy NHS Staff: *digital transformation in the health sector* (Microsoft UK Stories, 2023)

Protecting the NHS

- In a era of ever-increasing cyberattacks, the agreement will enable NHS organisations to benefit from a comprehensive suite of Microsoft security solutions to protect their people, data and assets: *digital transformation in the health sector* (Microsoft UK Stories, 2023)

Conclusion



We are continuously looking for ways to make communication easier and cut down on administrative tasks.



We are proposing that we adopt Microsoft Teams, by bringing Microsoft Teams into Riverdale care home. We are not just updating our technology; we will be building a faster, safer, and a more connected world for the residents who rely on us.



This would be vital for Riverdale care home as Microsoft will allow to modernise shift handovers, stream daily admin tasks, staff can see their shift updates and staff announcements.



These tools will help reduce the time staff spend on paperwork.



The advantages of using Microsoft tools will allow you to focus in delivering high-quality care for the residents of the care home.

Reference List

- ✓ **Microsoft UK Stories** (2023) *NHS England and Microsoft landmark enables healthcare workers to maximise time for care*. Available at: <https://ukstories.microsoft.com/features/nhs-england-microsoft-deal-maximises-time-for-care/> (Accessed: 14 June 2026).
- ✓ **NHS England** (2025) *Microsoft Teams and remote working*. Available at: <https://www.england.nhs.uk/long-read/microsoft-teams-and-remote-working/> (Accessed: 14 June 2026).





Thank you

Thank you for your time today. I would now like to open the floor to any questions you may have about Riverdale Nursing Care home and Microsoft Teams.

