Module name: Digital Skills and Research Methods
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Case study: Ashford Community Care Service

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What the task involves and the Microsoft 365 tool we chose

Staff Communication and Daily Updates at Ashford Community Care Service

Ghulam fatima

What does the task involve?

The case study tells us who is involved:

Who?

- Support workers
- Senior care workers
- Nurses
- Care coordinators
- Admin staff

Where?

- Service users' homes
- Supported living settings
- The main office

Updates about?

- Daily care
- Medication reminders
- Appointments
- Care records
- Wellbeing checks

Therefore, the task is keeping all staff up to date about each service user's care, every day.

Department of Health and Social Care (2025)

How updates pass between staff

Office
Care coordinators and admin plan visits and appointments.

→

Visits
Support workers give care and do wellbeing checks.

→

Seniors and nurses
Need to know about any changes found on visits.

→

Care records
Updated so everyone sees the same information.

Staff work in different places, so updates have to be passed on every day.

Microsoft (2026)

Problems at Ashford

Missed updates

Staff miss changes to a service user's care.

Duplicated work

Staff repeat jobs a colleague has already done.

Unclear rotas

Staff are unsure where to go and when.

Inconsistent records

Staff have different versions of the same information.

Why is this happening?

The case study says staff are unsure which Microsoft 365 tools to use for different tasks.

Management wants better teamwork, communication and efficiency.

This is a common problem in care in general: As 40.2% of care providers say their care staff need better digital skills (Department of Health and Social Care, 2025).

Health and care professions council 2023

Our chosen tool: Microsoft Teams

- Teams is the Microsoft 365 app for staff to talk and share updates.
- Office staff can use it on a computer.
- Support workers can use it on a phone while on visits (Microsoft, 2026).
- Ashford already uses Microsoft 365, so staff already have accounts.

Teams includes

- Chat
- Team channels
- Calls
- Online meetings

(Microsoft, 2026)

Why is Microsoft Teams suitable for communication and daily update?

Centralised communication
Provides one platform where staff can communicate and work together efficiently.

Group communication
The chat feature allows staff to share messages, updates and information with individuals or groups.

Calendar and reminders
Helps staff organise meetings, appointments and important tasks.

File sharing and collaboration
Staff can easily share, access and collaborate on documents through integration with Microsoft 365.

Secure communication
Provides a secure platform for sharing information and communicating within organisations such as the NHS.

Mobile access
The mobile app allows staff to communicate and access information while working remotely or away from their computers.

Microsoft and Hodge, 2022
NHS, 2022

How does teams improve efficiency and communication

Quick access to information
Important documents can be organised into tabs, allowing staff to find and update information quickly without searching through multiple systems.

Better organisation of tasks
Planner boards can help staff organise appointments, activities and tasks, making responsibilities clear and reducing the risk of important tasks being missed.

Faster communication between shifts
Staff can quickly share relevant updates with the appropriate team members, helping ensure that important information is passed on between shifts.

Less time searching for information
Keeping relevant documents and updates in one central location reduces time spent looking for information and allows staff to focus more on residents.

Clearer responsibilities
Tasks can be assigned to staff members, making it clear who is responsible for completing them and improving accountability.

Supports continuity of care
Staff can access up-to-date information easily, helping them provide consistent care and make the right decisions for residents.

Microsoft and Hodge, (2022)

NHS, (2022)

What are the advantages and limitations of Microsoft Teams?

ADVANTAGES

Centralises staff communication

Centralises staff Communication and daily updates, supporting staff across different locations.

Teamwork & information sharing

Can improve teamwork and information through structured spaces for team communication.

Fewer missed updates

May reduce missed or duplicated updates and keep communication organised.

LIMITATIONS

Training & support

Staff may need training and ongoing support to use Teams effectively.

Information Overload

Too many messages can cause information overload and make important information harder to find.

Security & technical issues

Privacy and access controls must be managed carefully. Technical problems or poor internet can affect access, and Teams should not replace formal care records

Hargreaves, Clarke and Lester (2022)

How should Microsoft Teams be implemented at Ashford?

IMPLEMENTATION

1.Clear Teams channels

Daily updates, staff coordination and training information.

2. Communication guidelines

Agree what should be shared on Teams and where.

3. Train & support staff

Provide practical training and ongoing support

ROLLOUT & REVIEW

4. Start with a pilot

Pilot Teams with a small group before wider rollout

5. Review & improve

Gather staff feedback and check whether communication has improved.

(Frick et al., 2021)

Mehta et al. (2020)

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