

**MOODLE CODE :
LCHS4007**

**TITLE : DIGITAL SKILLS
AND RESEARCH
METHODS**

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CASE STUDY : ASHFORD COMMUNITY CARE SERVICE



Content : Ashford community care services have got staffs working in different locations as well as service users homes, the main office and supported living surroundings . It could be difficult for all staffs receive same training information.

WORKPLACE TASK : STAFF TRAINING AND SHARING LEARNING MATERIALS.

Work task for Ashford Community involves staff daily records and communication. A recommendation of Microsoft teams will help Ashford share information online where staff can communicate with colleagues and contribute in learning activities. Also have access to training resources. Digital technology can give organisation to maintain communication and work together when staffs are not working physically in same location (Lane et al.,2024).

Staff training and sharing learning materials include mandatory training such as : adults with physical disability, medication, safeguarding, GDPR,

Care plan that includes personal information, CPD materials across homes and the offices; manual handling etc.

Missed information: missing update, staff unsure Ms365 tool to use according to the case study, identical work.

Bad Training ; unsafe practice and breach of NMC Code (NHS England,2023)

Reasons ; Effective Communication essential for safe person-centred care (CQC,2023)

WHAT THEIR CHOSEN WORKPLACE TASK INVOLVE AND HOW IT LINKS TO THE CASE STUDY

WORKPLACE TASK AND LINKED TO THE CASE STUDY

Chosen tasks : updating and sharing records, medication reminders and wellbeing checks.

What task involves : support workers and care workers, senior care workers, nurse and care coordinators all write information about the same service users.

This information must be shared between homes, supported living settings and the main office.

Accurate records are needed every day for care, medications and appointments.

How it links to Ashford : the case says staff are unsure (microsoft) 365 tool to use.

This has caused: missed updates

- Duplicated work

- Inconsistent records

- Unclear rotas

- Inefficient ways of working

What the book says (more relevant points)

Grunberg (Ed) explains that modern healthcare is a "team sport",

multidisciplinary teams (different roles working together) need good communication and shared information., when teams do not share information clearly, patient care becomes less safe and less efficient.

MICROSOFT 365 TOOL : MICROSOFT TEAMS

Microsoft Teams is the workspace for real-time collaboration and communication, meetings, file and app sharing, and even the occasional emoji! All in one place, all in the open, all accessible to everyone (Microsoft 2024).

Microsoft teams will help and allow support workers, nurses, administrative staff, senior carers to access training and learning

materials without all the time travel to head office.

Teams can help staff one place to find relevant training resources rather than depending on separate emails or paper information.

There could be possible records such as : Safeguarding, Care Skills, Mandatory training, new staff inductions etc.

Reasons why team is appropriate:

Microsoft Teams is appropriate because it helps live and recorded training.

Centralises learning materials and enables staff to communicate and collaborate remotely.

It also helps easy access to train staff work different shifts and locations. (Microsoft, 2024; Cottrell, 2019).

This makes it suitable for Ashford Community Care Service, where staff work across service users homes and the head office.

REASON WHY IT SUITABLE; JUSTIFICATION WITH COTTRELL (2019)

“Cottrell (2019) a major control of learning gives learners with better options and control more of their time”.

In Ashford community care home, staff can revisit a recorded team training to support them and have their learning materials once available or if scheduling of work is allowed.

Due to Ashford's staff might work away from main office, it would be easier to have a training online available

to staff to make it easy to access resources when possible. NHS England highlights the use of Teams to support communication and collaborate between healthcare workers working in different locations (NHS England, 2025).

Proof

By meeting requirement of CQC for continuity of staff development (CQC, 2023).

Collaborate tools to improve understanding and knowledge retention in healthcare (Bhatt and Chakrabort, 2023).

HOW IT IMPROVES EFFICIENCY OR COMMUNICATION.

To determine the relationship between effective communication as well as its dimensions transmission of institutional culture (Source of employee motivation and facilitation of teamwork and conflict resolution) and team work among staff in Ashford. The second- instrument evaluated teamwork across three dimensions, institutional composition and process. Results and findings- A very strong positive correlation was observed between effective communication and teamwork among staff. Conclusion and findings- highlighted the impact of institutional culture, motivational and conflict resolution emphasising soft skills and ethical behaviour in improving team dynamics and organisational strategies, the study found a strong link between effective communication and teamwork, and how it can be successfully applied in the Workplace.

ADVANTAGES AND LIMITATIONS OF USING THE CHOSEN TOOL.

ADVANTAGES

It will help staff who cannot attend training in person at the main office due to staff working in different location to get access to the learning materials with the help of Ashford community care service when staff have internet access and permitted at their work places.

Staffs can discuss any training topics share knowledge. It helps managers communicate any training update competently. A successful online learning requires important communication and support, rather than simply uploading learning materials (Schaefer et al., 2019).

The risk of staff receiving different versions of guidance can be reduced when they have a dedicated staff training and learning team with the help of managers sharing the same learning materials which is approved. Digital collaboration tools can help teams to be organize and share information with their work (Lane et al., 2024).

LIMITATIONS

Difficult in using teams if have limit digital skill or do not have access to device or internet. NHS England (2023) highlights the inclusion of digital barriers. Training should be conducted for technical support for staff by Ashford community care services.

The Care service should limit access to authorised staff and make sure staff understand data protection and confidentiality requirements (care Quality Commission, 2024). Too many messages or training tasks could be too much for staff while's they carry on with their normal care duties. Therefore, Ashford need to set training expectations or set up channels to avoiding unwanted messages.

RECOMENDATION ON HOW ASHFORD IMPLEMENT



Step 1 , Have a plan: Ashford Training Team –

Channels: compulsory Training/CPD &
Wellbeing/Q&A support/Policies

Update permissions to access. Set up monthly training schedules through teams calendar, outlook reminders.

Train Staff to use Teams so they can have meetings and training.

Use forms for quizzes and track for completion (NHS England, 2023).

Organise and Upload files ie (share point) one version (Microsoft, 2024) Future training can be recorded via Microsoft teams to view for demand access.

Procedures : Assign moderators that's is senior staff, review periodically, support adaptability Cottrell, 2019.

Set up rules for sharing documents.

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