



Evaluating how Microsoft 365 applications can be used to improve work efficiency ,communication and digital safety within Greenfield Home care agency

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Introduction

- ▶ Greenfield Home care agency supports older people to remain independent while receiving personalized care in their own homes.
- ▶ The team is made up of coordinators, carers , nurses, and office staff who work together to deliver safe and effective services
- ▶ This presentation will show how these digital tools can improve teamwork efficiency and data protection within the organization.

Benefits and limitations for using Word in Greenfield

BENEFITS	LIMITATIONS
More Documentation allows greenfield to create standardized care plans , reports and incident forms ,improving consistency.	Manual data entry can lead to duplication errors and documentation errors.
Its more efficient because there is pre- formatted templates which reduce time spent creating documents.	Staff who lack digital skills may require training, slowing implementations.
Collaboration increases because there's more staff working on one document or many at a time on focusing on care records and policies.	If files are downloaded instead of shared, multiple versions may be created.
Theres more data security since Microsoft 365 has password protection and has storage which will help protect sensitive client information	Cloud collaboration depends on reliable internet access which may be difficult for visiting carers
More communication between staff members which creates professional letters, reports, and internal documents for families and staff	Not suitable for scheduling , rota planning or large data tracking compared to other tools.
More accessibility documents can be accessed remotely through Microsoft 365 allowing carers and coordinators to retrieve information when needed	Over-reliance on word may reduce the use of specialized healthcare systems designed for managing patient records.

Benefits and limitations of using Teams in Greenfield

BENEFITS	LIMITATIONS
Free and efficient tool for remote working- this increases communication	Can be disorganized quickly which will affect the carers from finding care plans quickly.
Chat messages and shared files are available anytime which will make it easy for them to look after the patients	Harder to learn for people who don't use tech and aren't confident with it. This would affect the agency because then they have to increase training sessions for employees.
It is easy to use with online help and support so the training will be quick for greenfield staff.	Performance issues which means it could work slow at times which would take time for the agency employees to load up important files.
Provides support for multi -professional collaboration which will make sharing information really easy	Can cause notification overload which can reduce productivity for the staff as they will be distracted by the notifications.
Online meetings can be scheduled ahead of time or to start instantly which makes greenfield more organized.	Internet dependency it requires stable connection for meetings and stuff like that. This will make it hard for visiting carers who will experience connectivity issues.
Increased efficiency, for example, less time travelling to attend meetings which makes it easier because staff can work from home attending meetings.	Meeting scheduling confusion some of these files could be duplicated which would cause staff to double book staff meetings and visits

Digital safety plan

KEY AREA	Goal for Greenfield	Actions
Secure Area	Prevent unauthorised access to sensitive-service-user data	-enable multi-factor authentication -apply role-based access controls -enforce strong password policies -Auto-lock devices after inactivity
Email awareness	Reduce phishing and cyber threats targeting staff	-provide phishing awareness training -use email filtering / spam protection -regular phishing simulations
Data management	Ensure safe storage and handling of care documentation	-store files only in approved Microsoft 365 systems -restrict downloads to personal devices -apply retention and backup policies
Confidentiality	Protect client confidentiality and meet UK legal requirements	-Follow UK GDPR sharing rules -annual data protection refresher training -incident reporting procedure

Conclusion

- ▶ In conclusion, the use of these Microsoft 365 tools will significantly improve how greenfield home care agency works
- ▶ This is By improving communication by simplifying documentation and supporting secure data management
- ▶ These applications will help staff work more efficiently and collaboratively
- ▶ With continued training and confidence in using these digital systems greenfield can enhance productivity , protect sensitive information, and provide a higher standard of care to the individuals it supports.

References

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