



# Improving Staff communication at Ashford Community Care Service – Using Microsoft Teams

Module: Digital Skills and Research Methods  
Lecture Code: LCHS4007\_BIRM  
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## Group A

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# Introduction to Ashford Community Care Service

## Ashford Community Care Service:

- Supports adults with disabilities
- Provides Daily and Long-Term Care
- Works across various locations
- Work within home settings and supported living settings

## Staff Roles:

- Nurses
- Support Workers
- Senior Care Workers
- Care Coordinators
- Admin Staff

# Staff Communication & Daily Updates – Part 1

## What this involves.

Daily Communication includes:

- Wellbeing Checks
- Appointment Changes
- Medication Updates
- Care-Plan Updates
- Handover Information
- Urgent Concerns

**Effective communication supports safe, consistent and coordinated care NHS England (2023).**



# Staff Communication & Daily Updates – Part 2

## Current Communication Challenges

- Staff work in different locations
- Updates can be shared inconsistently
- Important messages may be missed
- Information can become duplicated
- Staff may struggle to find the latest updates
- Different communication methods can cause confusion

**How can Ashford ensure that all staff are in the loop?**



# Staff Communication & Daily Updates – Part 3

## Why does communication need to improve?

### Effective communication can help to:

- Improve care
- Reduce missed information
- Reduce duplicated work
- Support better team-work
- Improve efficiency
- Make information easier to access

# Any Questions?



# Microsoft Teams

## Our Chosen Microsoft 365 Tool



### Microsoft Teams provides:

- One central communication space
- Instant messaging
- Dedicated channels
- Video meetings
- Accessible on phones, tablets and laptops
- File sharing
- Searchable conversations (Hargreaves et al., 2022).

# Why is Microsoft Teams suitable?



Microsoft Teams can support staff working across different locations NHS England (2023).

# Any questions?



# How Microsoft Teams Improves Efficiency & Communication?

## Better Communication

- One shared communication space
- Faster access to updates
- Everyone is on the same page

## Faster Working

- Reduced duplicated work/updates
- Less time searching for information
- Quicker staff-to-staff communication

## Better Teamwork

- Shared information
  - Easier Handovers
  - Improved Coordination across different locations
- (Lawson et al, 2023).



# Any Questions?

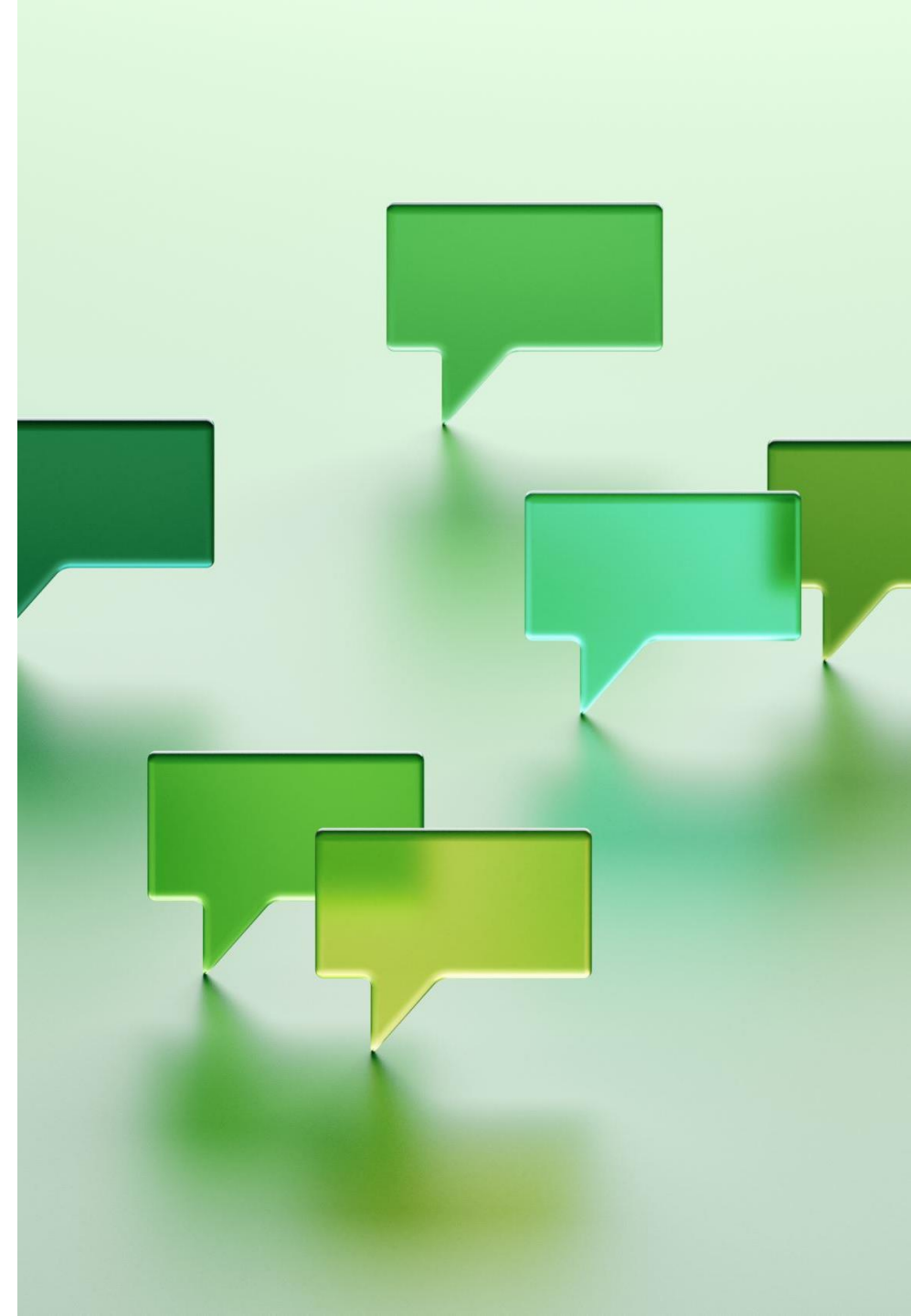


# Advantages of using Microsoft Teams

## Advantages

- Works with existing Microsoft 365
- Accessible anywhere
- Clear, searchable records
- Familiar tools together
- Flexible Communication

Microsoft Teams supports employee productivity by improving communication, collaboration and flexibility (Melati, 2025).



# Limitations of using Microsoft Teams

## Limitations

- Relies on internet/data
- Needs training & confidence.
- Can become cluttered
- Not a formal care record
- Digital divide risk



# Any Questions?





# **Recommendation to how Ashford can implement these changes.**

**Introducing Microsoft Teams at Ashford should be done step-by-step, keeping things simple to help everyone feel confident:**

- 1. Set it up clearly first**
  - 2. Train at a pace that works for everyone**
  - 3. Agree simple rules together**
  - 4. Start small, build up gradually**
  - 5. Have an allocated staff member to help with any questions**
  - 6. Check in and adjust**
- Microsoft (2026).

# Any Questions?



# References

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