GROUP PRESENTATION

Ashford Community Care Service

Staff communication and Daily Updates using Microsoft Teams

Module: LCHS4007 – Digital Skills and Research Methods
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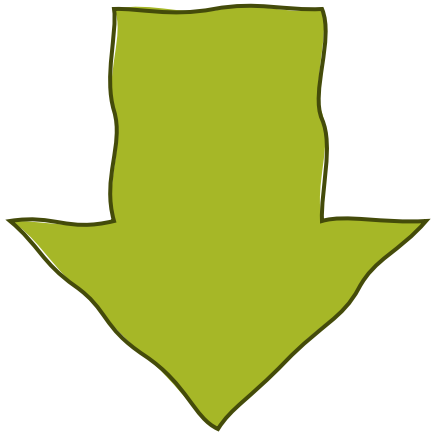
What does staff communication mean and how is suitable in workplace about care home ?

A short regular exchange of operations information such as shift schedules, immediate tasks or quick progress reports.

- Care home involve people with complex, changing needs miscommunication can lead to medication errors, missed symptoms, or distress.
- Many residents have dementia, sensory loss, or limited English, so communication must be adapted and person-centred.
- Staff work shifts, so written records and handovers replace face-to-face continuity.
- The emotional nature of the work requires kindness, confidentiality, and respect at all times. Such as Gp, nurse etc..

Information sharing



Support team development by applying strategies matched to each stage of team growth.

Which Microsoft 365 tool they selected?

The Microsoft 365 tool our group selected is Microsoft Teams. We selected Teams because our chosen workplace task is staff communication and daily updates. Teams is designed to support communication and collaboration between staff, allowing them to communicate through messages, meetings and organized team spaces. This makes it appropriate for Ashford because staff work across different locations and need an effective way to share updates and communicate with each other.

Microsoft Team 365 solution for workplace communication

- **Missed updates-** Staff during shifts may rely on information from each other. [Digital care Hub,2019].
- **Unclear rotas-** Rota files are uploaded to SharePoint, allowing staff to access their shifts and responsibilities , which also ensures everyone is working from the same version of the file[Microsoft, 2026].
- **Duplicated work-** Each topic has its own section, this allows conversations to be had about the same topic, meaning staff may repeat the same tasks because they may not be aware [Microsoft,2026].
- **Inconsistent records-** Clear rules and trained staff are in place to protect identifiable information[DHSC,2026].
- **Online meetings-** Staff can attend meetings without everyone having to be at the same location because some people may struggle with geographical issues [Microsoft,2020]

Why Microsoft Teams is Suitable?

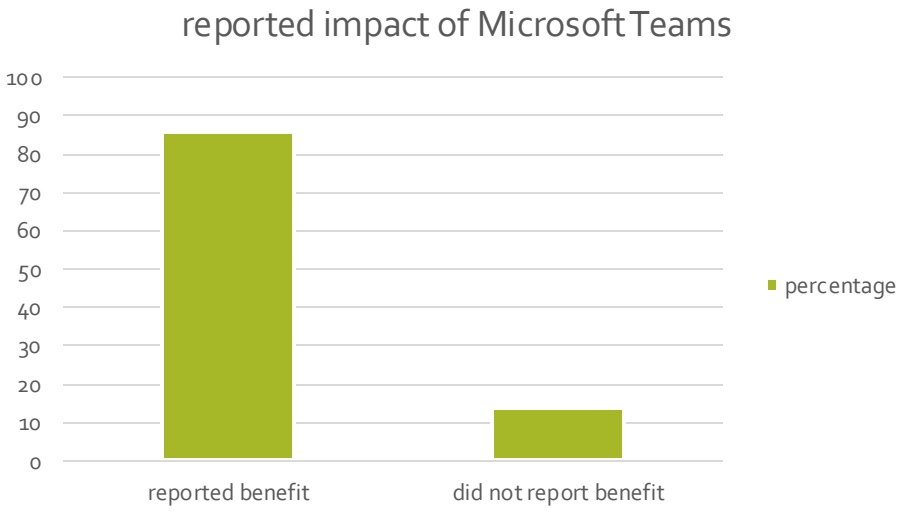
- Centralised Communication – Provides one platform for staff to share daily updates.
- Supports Teamwork – Enables support workers, nurses and care coordinators to communicate within one system.
- Accessible across locations – According to (Hargreaves, 2022), The document also says Teams helped the team keep **communication** going during social distancing, supported **knowledge sharing**, and let people work together across different sites without travel.
- Organised Communication – Teams and channels can separate information by team, role or area of work.
- Real time communication – Staff can send and receive messages and participate in online meetings (Lawson 2023).
- Supports workplace communication – Effective communication and teamwork are important workplace skills (Morgan,2016).
- Eighty-six per cent of respondents felt that the system helped them to leave work on time. (Lawson, 2023)

How it improves efficiency or communication

Sharing information clearly and quickly so that people understand the message right away less effort, less time and fewer mistakes. Then listen actively and adapt to your audience.

Advantages and Limitations of Microsoft Teams for Ashford

Advantages	Limitations
➢ Faster communication – staff can communicate through messages and online meetings. ➢ Centralised information – Daily updates can be shared in one communication platform. ➢ Supports teamwork – Different staff roles can communicate and collaborate. ➢ Flexible working – Staff can communicate across different locations. ➢ Supports collaboration – Staff from different roles can work together through one platform. ➢ (Hargreaves et al., 2022)	➢ Staff training required – Staff may need support to use Teams confidently. ➢ Technology dependant – Internet, device or system problems can disrupt communication. ➢ Too many notifications – Important messages may become difficult to identify. ➢ Reduced face-to-face interaction – Virtual communication may reduce informal workplace interaction. ➢ Clear procedures required – Staff need guidance on appropriate use and communication.



Evidence from Lawson et al.(2023)

86% reported Teams helped them finish and leave work on time.
Lawson et al., (2023)

Recommend how AshFord can implement those changes

Train staff, name champions

Short session: deliver a 1-page guide and mention who the Teams champions are.

Peer support helps to develop confidence when staff are not sure about the tool they want to use.

A care provider identified champions to prompt staff to make use of Teams (Digital Care Hub, 2019).

Pilot first, then roll out

Pilot with one team for 4-6 weeks, review and roll out to all teams

Minimises the impact on routine care while Ashford fine-tunes what is successful.

Teams have been piloted at Manor Community and are now being used throughout the organisation (Digital Care Hub, 2019).

IMPLEMENTATION

Pin the rota and key procedures
Display in the respective channel

One currently existing copy solves unclear
Rotas and duplicated work

Share point stores channel files which ensures
Everyone is working from the same version of
The file[Microsoft,2026]

Set up clear rules for Teams
Use initials or IDs full care records to be kept
On approved system for records.

Staff should receive Data protection training
[ICO,2026].

Teams must not be a second record, as Ashford
Records are inconsistent.

Reference list

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