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DIGITAL SKILLS AND RESEARCH METHOD

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Amobi Christian (2523171) Matching Microsoft 365 to workplace tasks.

Staff communication and daily updates with Microsoft Teams.

Case Study: Ashford Community Care Service.



Task 1: How the task link to Ashford

- Ashford supports adults with physical disabilities and long-term care needs: daily care, medication reminders, appointments, care records and wellbeing checks.
- Staff work across service users' homes, supported living settings and the main office: support workers, senior care workers, nurses, care coordinators and admin staff.
- Many roles in many places rely on the same information, so a missed update (e.g. a medication or appointment change) affects care (Martin et al, 2019).
- Case study problems: missed updates, duplicated work, unclear rotas, inconsistent records (Robertson et al., 2022).
- Ashford already uses Microsoft 365; the gap is clarity on which tool to use for communication.



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- Why this tool is suitable for the task
- Microsoft teams is a suitable tool for this task because it never lets you miss any updates, It brings staff communication, meetings and care coordination's into one place. The care home can use Teams for meetings with nurses, social workers, family members or other professionals. All the documents can be stored and shared through microsoft teams rather than relying on paper copies. Staff can view these in real time. Teams can also provide one place for daily updates and discussions when staff work different shift or in different locations. Overall microsoft teams is a good tool for the task because it can make communication quicker, organised and more secure. hth

Task 6: Recommendations (1 of 2)

- Build a Teams structure around Ashford: channels such as Daily Updates, Urgent Alerts, Rota Changes and Office and Admin.
- Publish a one-page 'which tool for what' guide so staff know Teams is for communication, reducing duplicated work.
- Agree communication rules: what goes in each channel, who acknowledges urgent messages, and response times. Use @mentions for the right role.
- Support staff away from the office: Teams mobile app on work devices with notifications on, so community staff get updates between visits (Martin et al, 2019).

6 Task 6: Recommendations (2 of 2)

- Protect confidentiality: role-based access, multi-factor authentication, initials or reference numbers in chat (UK GDPR). Keep detailed records in the proper records system (Robertson et al, 2022).
- Role-specific training for support workers, senior care workers, nurses, coordinators and admin staff, with a digital champion in each team (Kulju et al, 2024).
- Pilot with one team or setting, gather feedback, adjust, then roll out service-wide. Track whether missed updates and duplicated work fall (Harrison et al, 2021).
- Plan for limitations: uneven digital confidence, resistance to change, patchy signal in some homes, notification overload. Use training, leadership backing and a phone back-up for urgent matters (Harrison et al, 2021 and Kulju et al, 2024).

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- How it improves efficiency and communication:
- Microsoft teams provides a centralized space to store documents and share update about clients and staff.
- Microsoft teams is a platform where staff can view any update regarding clients or members of staff .
- Microsoft teams helps track hospital appointments and minimizes scheduling delays.
- Microsoft team allows all staff to view their shifts schedules in one place.

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Advantages and limitations of using the chosen tool

- Advantages of using Microsoft teams:
- Reduction of administrative overhead and scheduling friction.
- Streamlining secure multidisciplinary collaboration
- Preventing communication gaps and ensuring continuity of care across all departments.
- (Hargreaves, Clarke and Lester,2022).

Limitations of using Microsoft Teams :

- Professionals struggle to disconnect from live updates and chat alerts
- It takes a long time to teach everyone how it works, workers who aren't comfortable with computers might feel left out, stressed or frustrated.
- Because off long-term patient care needs to be tracked all the time , problems like internet crashes , server drops, or weak WI-FI can completely block staff from talking to each other.
- (Hargreaves, Clarke and Lester,2022 University of Hertfordshire,2021

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