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Effective Communication Health & Social Care



ASHFORD COMMUNITY CARE SERVICE

IMPROVING STAFF COMMUNICATION AND DAILY UPDATES AT ASHFORD

A PRACTICAL APPROACH USING MICROSOFT TEAMS.



What is staff communication and daily update?

- ❑ Staff communication means sharing information between employees to help them work together effectively
- ❑ Daily updates share information about work activities.

Why is it important ?

staff need to communicate with each other and share important information about their daily activities, staff responsibilities, appointment changes and care. Clear updates can show what has changed and what action is needed.

At Ashford

Sharing daily activities, responsibilities, appointment changes, and care updates.

POOR COMMUNICATION AND LACK OF UPDATES.

Poor communication and lack of clear updates could lead to:

- ❑ Staff repeating tasks.
- ❑ waste of time and unclear employee schedules.
- ❑ failure to receive timely updates and duplication of efforts.
- ❑ Constant misunderstandings.



WHAT IS MICROSOFT TEAMS?

Microsoft Teams is a digital workplace tool for communicating and working together.

Microsoft teams have various functions including having;

- ❑ channels that allow topic-centered conversations along with virtual meeting platforms.
- ❑ It allows individuals to be able to connect and discuss topics and subjects while being grouped together and being at different work settings.
- ❑ Staff can access the same information on a phone or computer.
- ❑ Ashford staff needs Teams to communicate with each other while they work in different locations



WHY IS IT SUITABLE FOR ASHFORD?

Daily update

- ❑ A care coordinator can post one daily update for the team to see.
- ❑ A senior worker can quickly share a last-minute schedule change.

One place for information

- ❑ Teams keeps important updates together instead of spreading them across separate conversations.

Different locations

- ❑ It supports quick, consistent communication between staff working in different locations.(Microsoft,n.d.)

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Curio

HOW MICROSOFT TEAMS IMPROVES EFFICIENCY AND COMMUNICATION

- ❑ Consistent platform: Sharing announcements:
- ❑ Easy access to information:
- ❑ Communication between different locations:
- ❑ Online meetings:
- ❑ Reduces duplicated work: Saves time:



ADVANTAGES AND LIMITATIONS OF USING MICROSOFT TEAMS

ADVANTAGES

- ❑ -converting discussions into channels, making conversations easier to adhere to.
- ❑ allow staff to recognize and not constantly repeat any work unnecessarily. This saves times.
- ❑ A shared place to communicate and find information to all team members.

LIMITATIONS

- ❑ employees might not be fully familiar with the Teams terms and may require training to navigate through out the channels.
- ❑ channels are not organized properly; staff may not be fully aligned with the team's discussion or messages being sent and information could be missed.
- ❑ Confidentiality could also be a concern, as staff working there may share sensitive and personal information about a service user, with another staff member
- ❑ Breach of GDPR.

RECOMMEND HOW ASHFORD CAN IMPLEMENT THESE CHANGES.-

Ashford can implement these changes by ensuring to introduce Microsoft Teams in a gradual way where a plan is clear. For instance,

- ❑ management can identify the issues that are already present such as ; identifying issues with missed updates, understanding how staff's communication is , and confusion on which method to make use of.
- ❑ Ensure employees and staff are involved in this process, as their communication needs might differ.
- ❑ Ashford, could also create a structured channel in Microsoft team. For example, by implementing a particular channels for, announcement, ,updates and employee workforce training.

RECOMMENDATION AND IMPROVEMENT

- ❑ Ashford could explain and elaborates the rules regarding the use of Microsoft teams
- ❑ Staff should also be familiar with how to discover an announcement, reply to a message and find their shifts
- ❑ The training could also notify confidentiality by adhering to policies, keeping their accounts secure and never sharing private information on the wrong channels
- ❑ This ensures safety and secureness across using Microsoft teams and follows the official guidelines of NCSC.

IN CONCLUSION

- ❑ The use of communication and consistent update are important as staff and employees tend to work in different locations and need to reconcile and coordinate their daily task.
- ❑ making use of Microsoft Teams can be highly suitable and manageable for day-to-day staff communication ,as it promotes several channel functioning that helps to organise occupational conversations or discussions
- ❑ although it might not fix everything for staff, Ashford can apply improvements by promoting , proper training, clear rules and proper access to the program. This would improve staff efficiency
- ❑ Ashford can enable coordinated and efficient team work along with keeping private information secure and ensuring accurate record-keeping.

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Thanks for listening!
Any questions?

