

Evaluation of Microsoft Teams in Sunrise Residential Care Home

Programme: Certificate of Higher Education in Health and Social Care

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Introduction

Microsoft Teams was selected for Sunrise Residential Care Home as an all-in-one communication and collaboration tool. It enables staff to share updates, hold meetings, and manage care-related documents securely. Integration with Microsoft 365 tools improves coordination, data access, and overall care efficiency.

Key Benefits of Microsoft Teams – Part 1

- **Improved Communication:** Real-time chats, calls, and video meetings.
- **Centralized Information Sharing:** Dedicated channels for updates and reports.
- **Collaboration:** Staff can co-edit and review documents simultaneously.

Key Benefits of Microsoft Teams – Part 2

- **Remote Access:** Enables managers and external healthcare professionals to connect remotely.
- **Professional Development:** Supports online training and knowledge sharing.
- **Integration with Microsoft 365:** Links with Outlook, Excel, and OneDrive for smoother workflows.
- (Skills for Care, 2023; The King's Fund, 2021)

Limitations of Microsoft Teams – Part 1

- **Digital Confidence:** Some staff may lack the digital skills to use Teams effectively.
- **Access to Devices:** Limited Wi-Fi or hardware can reduce accessibility.
- **Information Overload:** Too many notifications may overwhelm users.

Limitations of Microsoft Teams – Part 2

- **Data Protection:** Requires GDPR compliance for resident information.
- **Dependence on Technology:** Outages can interrupt communication.
- **Resistance to Change:** Some staff prefer traditional, paper-based systems.
- (Nuffield Trust, 2021; DHSC, 2021)

Conclusion

Microsoft Teams enhances communication, collaboration, and efficiency at Sunrise Residential Care Home. However, proper training, infrastructure, and management support are vital for successful implementation.

References

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