

main presentation overview

This presentation will cover:

Microsoft teams

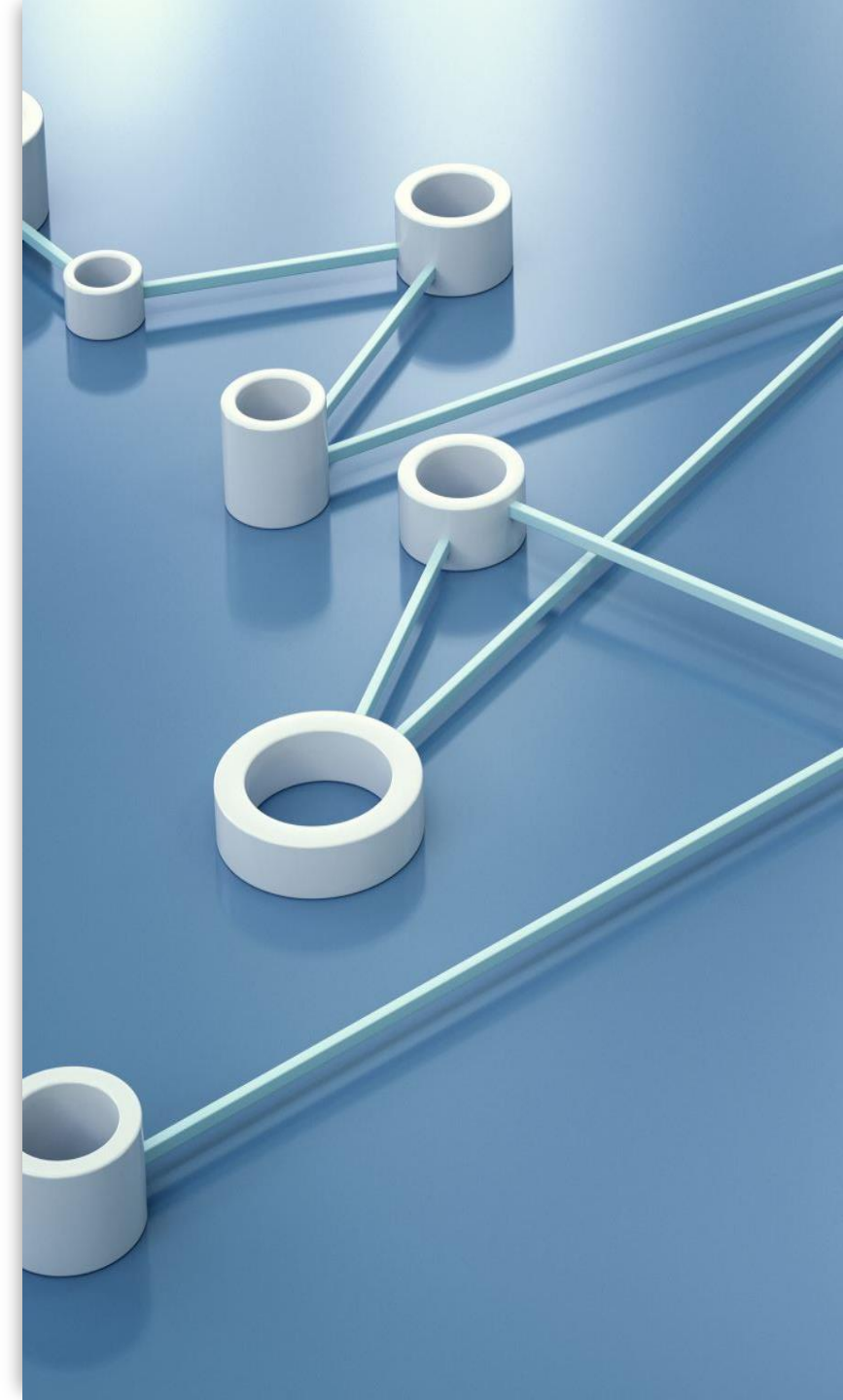
- How it improves communication and teamwork
- Key advantages and challenges

Digital safety plan

- Secure access
- Email awareness
- Data management
- Confidentiality and compliance

Impact on greenfield

- Improving communication between staff
- Strengthening data security and protection
- Supporting safe and efficient care delivery



Improving medication tracking with Excel

Pros with Excel	Cons without Excel
Centralised digital records.	learning curve.
History tracking & easy updates.	Manual input risks.
Generates reports.	Limited security.
Increased accuracy.	Risk of data loss.
Easy access.	Scalability.
Time efficiency	Difficulties in tracking medications.
	Inaccurate records.

How Teams help staff communicate across different location(e. g, between carers in the field and main office).



According to the (NHS,2025). Microsoft teams is a collaboration tool, providing the technology for people to work together remotely and share information easily.



Start calls and send messages on the go



Collaborate with multi-disciplinary teams and organise your work into different channels for more structured collaboration



Meeting Scheduling and updated rotas



Virtual Handovers: Staff can hold brief call at the start of the shift or end to discuss clients needs, ensuring a smooth transition without them having to travel to the main office.



Real-Time Updates: Visiting carers receive instant notification via the Team mobile app regarding schedule changes or urgent client updates while traveling between homes.

The advantages and Challenges of Microsoft Teams.

- **Advantages(Why It Is Great)**

- Safety First: it is much safer than any other App, a free and efficient tool for staff, to support remote working.
- Online meetings can be scheduled ahead of time or start instantly.
- Offers a `record meeting` function so that the session can be accessed again later by attendees or those who were able to attend but have been shared the link by the host.
- All -in-one: It is a one app for everything-calling, texting .
- Minimize Travel Time: The need for carers to drive to the main office.
- Helps to store individual`s record organised and up to date.

- **Disadvantages/ Challenges:**

- Greenfield Staff lack confidence in training as mentioned in the case study
- Distraction getting notifications while trying to support an elderly client can be annoying .
- Bad Signal: If a carer is in the house with no Wi-Fi or rural area with bad signal they won`t get their messages.

While Teams offers a huge potential for improvement, Greenfield will need to address these challenges through training, clear policies, and procedures to make sure carers in the field have the same information as the staff in the office, keeping patient safer and making work less stressful.



DIGITAL SAFETY ACTION PLAN FOR GREENFIELD

Secure access

secure access means making sure that only the right people can see or use sensitive information, systems, or areas and everything is protected from misuse, leaks, or harm.

- By enabling two step verification for the company staff members.
- By using the authenticator app for password less sign in
- Keeping all the devices updated
- Report any suspicious emails or messages you do not know (Microsoft, 2026)



Email awareness

- Understanding phishing: phishing is a common tactic used by cyber criminals to trick individuals into providing personal information or downloading malware. Awareness training should include clear definitions and examples of phishing attempts such as emails that impersonate trusted sources. (Sturman et al, 2025)
- Encouraging employers to adopt best practices, such as;
 1. Keep software and antivirus programs up to date.
 2. Using strong, unique password for email accounts.
 3. Verifying the authenticity of suspicious emails by contacting the sender directly.
- Reporting suspicious emails



- **Data security & protection**
- **Goal: Secure Access**
- Use Microsoft Entra ID to manage staff access, Multi-Factor Authentication for secure logins, and Microsoft defender to monitor for suspicious activity.
- **Improve Safe Data Management & Protection**
- **Goal: Protect care records**
- Use Microsoft share point and Microsoft defender to store manage and protect care data, with secure cloud storage, access controls and threat protection.
- **Improve Communication While Maintaining Digital Safety**
- **Goal: Enable fast secure communication**
- Use Microsoft teams for care coordinator and staff updates through secure channels, and Outlook to automatically encrypt emails and restrict external sharing of sensitive information
- **Increase Staff Awareness & Reduce Human Error**
- **Goal: Build safety among care workers**
- Use Microsoft Defender and provide short cybersecurity training to help staff protect client data, spot phishing and reduce human error.

Data Management



CONFIDENTIALITY AND COMPLAINTS

Follow

- Follow GDPR and data protection policies (UK GOV 2018)

Share

- Only share information when necessary

Protect

- Protect patient/ service user privacy

Maintain

- Maintain confidentiality at all times

Staff

- Regular staff training on data protection

Benefits to greenfield



Better
communication
between staff



Improved data
protection and
security



Faster
response and
coordination



Reduce risk of
data breaches



More efficient
and organised
working
environment

conclusion



Microsoft teams
improves communication
and teamwork



Digital safety plan
strengthens data
protection



Secure systems improve
quality of care



Staff training is essential
for the success

Reference list

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Thank you for your time

Do you have any questions please?

