



MICROSOFT TEAMS

- MS Teams is a platform for communication and collaboration that combines chat, video conferencing, file sharing, and workflow management tools like tools
 - It is beneficial for healthcare settings such as residential care homes, hospitals and GP.
 - Enables safe and effective information sharing.
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How MS Teams can be used in sunrise residential care home

- Staff interaction via messaging
 - Sharing calendars and timetables
 - Transferring notes and updates
 - Uploading activity schedules, guidelines and training information
 - Online meetings with GP's social workers and families
 - Hosting online training for employees
 - Including Specific team areas for individual organisations to allow groups to share non-clinical conversations and learning, helping to develop a team culture within the organization.
- (England, n.d.)

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Benefits of MS Teams

- Better communication and faster replies
- Better cooperation throughout organised channels
- Remote access for employees working different times
- Strong safety and regulation features
- A central location for training and regulations
- Microsoft is a great product already as it allows flexibility and gives you many possibilities lisa treasure (2024)

Limitations and challenges care homes can face with MS Teams

- Requires stable WIFI so there are no interruptions for group meetings and any bad connection as it can come across unprofessional and disturbing
- Some staff and care residents may struggle with the use of technology and may not know how to use a platform like this
- Can be a financial problem for the care home as computers or phones that need to be purchased for this platform can be expensive and also, paying for the platforms licence itself is another additional payment that the care home maybe would not be able to afford all together
- Can lead to risk information overload which is a burnout among staff members, this is due to ongoing working stress, poor decision making, anxiety and reduced productivity for those staff that may struggle to know how to use MS Teams

Evaluation and conclusion

- Teams is an affective platform that will help support not only the staff in the sunrise Care home with online group meetings and training information but also the residents to connect to their families, care workers and doctor appointments with location being no problem. This platform will not take over clinical systems but should support every individual in their own way. It is the most beneficial platform for communicating and connecting across different shifts.

The affect on care delivery

- When staff do not know how to use digital system well, they might forget to update notes or make a mistake. So, this can slow down care or cause problem. According to NHSX (2021) low digital skills among care workers can reduce the safety and quality of care.

The impact of limited digital skills of sunrise residential care home

Sunrise residential care home has around 35 older residents. Many of them have dementia or other health problems. The home started to use digital tools like MS 365 to make work easier. However, some staff do not feel confident using the technology. When staff have low digital skills it can affect care, communication and teamwork.

The affect on communication

- Good communication is very important in a care home. Digital tools like MS teams can help staff share information quickly. But if they do not know how to use these tools they can miss messages or make mistakes. The local government association (2023), explain that having strong digital skills are essential for effective teamwork and secure information sharing in social care.

The affect on teamwork

- If some staff are good with technology and others are not, which means more skilled staff may have to help others more often. Therefore, this can lead to stress or frustration.

References

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