



STAFF COMMUNICATIONS AND DAILY UPDATES

ASHFORD COMMUNITY CARE SERVICES

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INTRODUCTION



Good morning, ladies and gentlemen, in this presentation we will be discussing:

- how Ashford care services are currently using Microsoft 365.
- We will not only discuss how they use Microsoft 365, but we will identify the challenges they are facing using Microsoft 365.
- By the end of this Presentation, we will find the most appropriate tool for Ashford care services to use for their staff communications and daily updates.

Staff communication and daily updates.

- **Staff communication is important as all staff within Ashford care services have a duty of caring for adults with physical disabilities and long-term care needs this means staff need to communicate remotely about adults they are caring for.**
- **Staff at Ashford work in different settings which means they are all required to be up to date with care plans, care records, medication updates and monitoring of wellbeing checks and appointments.**
- **Communication helps promote effective teamwork and avoids inefficient ways of working. All care staff should be up to date with communication so that they are able to deliver and receive information and take actions appropriately. This helps all staff within the service to understand their duties and tasks.**



Which Microsoft 365 tool have we selected?

- We have selected Microsoft teams as the chosen tool. Microsoft teams provides a platform for staff to communicate and stay connected with one another whilst they are in different settings. Microsoft teams has different features for staff to communicate via video chat, messages and shared files. **Britt Nov (2020) *go skills*.**

Microsoft teams remotely provides staff with structured ways of delivering information to staff who are working in different settings at anytime of the day. Senior staff can simply provide updates like

- incident reports
- Medication updates
- Patient care record updates
- And change working hours and shift patterns. **Cyrus T (May 2025) *Teams updates app create, collect and review staff updates in teams. Tech community –Microsoft.***

- Teams is a credible platform staff to arrange meetings whilst working in different settings or at home. It provides the workplace to stay
- structured
- organised
- and up to date with care records, wellbeing checks and appointments

This helps Ashford to avoid miscommunication and duplicates of work. Teams also gives staff a in depth introduction on how to collaborate using a set tool. **Withee R (c2021) *Wiley J & sons***

- Microsoft teams allows staff to have access to higher quality functions with to perform meetings with secured security.
 - sensitive information is protected when staff communicate via chats, video calls and scheduled meetings
 - Meetings and updates can be arranged using ahead of time planning and features.
 - Staff can also referrer and input previous notes which can be referred to at any time.
 - Microsoft teams reduces staff from missing information and updates regarding patient records and daily staff communications. This avoids errors and unstructured planning.
 - Microsoft teams can be accessed by multi-disciplinary teams to find solutions without and find support withing the organisation.
 - Teams allows all staff to be involved in communications which means management can communication consistently so that no information is missed and staff can be involved in all updates and communications.
- NHS (January 2023) Eds (April 2025) – Microsoft teams & remote working.

Why is this tool suitable for the task?



- **Microsoft teams is suitable for improving communications and daily updates known as a viable tool, for sending messages instantly, hold online meetings and share important information files (Microsoft support, n.d.)**
- **Teams also allows an admin to create different departments making it easier for managers and employees to access different information that may be vital (Microsoft, n.d.)**
- **This will reduce lengthy emails going back and forth making it tiresome to communicate and give daily updates between management and staff (NHS England, 2025)**
- **However, whilst using Microsoft teams it will create efficiency and organisation amongst staff (NHS England, 2025)**
- **Microsoft teams provides virtual desktop service which means it removes the need to deploy full versions of the applications which will become less time consuming for staff (NHS England, 2025)**

Recommendations on how Ashford can implement these changes

- Initial short training sessions organised by management within The organisation which will allow staff to access teams confidently Without any hesitation (Microsoft, n.d)
- Appoint a team champion within the company who feels confident enough to guide other employees by using Microsoft software updates (Microsoft, 2024)
- Using Microsoft teams on your smartphones or tablets for group sessions (NHS Nottinghamshire Healthcare)
- Using Microsoft teams for dummies addition which will give staff A greater in-depth understanding and exploring all the features Which will be used in real time as well as remotely (Withee,2021)



INTERACT WITH US

- Do you think we chose the appropriate tool?



**If no
tell us
why**



References

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Using Microsoft teams on your smartphones or tablets for group sessions

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**We would like to
appreciate you all for
being an audience for
our presentation.**



Thank you!

