

MICROSOFT 365 AT GREENFIELD

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LCHS4007**

(Group presentation)

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Contents

- Microsoft 365 productivity application – Microsoft Excel – Rajnit Kaur (2527844)
- Microsoft 365 communication tool – Microsoft Teams – Sukhwinder Kaur (2505759)
- Digital safety action plan for Greenfield Home Care Agency – Oksana Lazdovska (2511190)



Current staff practices

- ▶ Staff use paper and handwritten notes.
- ▶ Paper is used for Schedules, attendance and medication records.
- ▶ This method is time-consuming and hard to update.
- ▶ Mistakes can happen more easily.
- ▶ Important information can get lost
- ▶ Sharing information between staff is slow.
- ▶ Communication is slow.

How Excel Improves the Process

- ▶ Digital Tracking: Easily create and update Schedules ,Medication logs and attendance.
- ▶ Real-time Updates: Changes are instantly visible to all staff via Microsoft 365.
- ▶ Automation :Formulas handle calculations automatically to prevent errors.
- ▶ Efficiency :Saves time and improves accuracy across the agency.

Advantages

- Reduces paperwork, saving valuable time.
- Enhances accuracy and keeps things well organised.
- Simple to update and distribute among staff.
- Facilitates improved collaboration and communication.

Disadvantages

- Employees might require training to become proficient with Excel.
- It is essential to safeguard information to ensure data security.
- This solution may not be ideal for managing highly complex care requirements.

MS Teams offers numerous advantages for both staff and organisations, such as:

- being a free and effective tool for NHS staff to facilitate remote working
- improving efficiency by reducing travel time for meetings
- enabling the scheduling of online meetings in advance or starting them immediately
- allowing the creation and use of chat rooms to organise work among different groups
- supporting virtual meetings with clear audio and video quality
- providing options to message colleagues, send voice notes, and share files before, during, and after meetings

National health Service(Year 2025) *Title*
[Microsoft Teams and remote working](#) Available at: URL
(Accessed: 6 February 2026).

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue, creating a modern, layered effect.

CASE STUDY: GREENFIELD HOME CARE AGENCY

LCHS4007

PAUL CLAYTON

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INTRODUCTION

Using Microsoft 365 for communication:

MICROSOFT TEAMS

An online communication app that allows all the greenfield home care staff to speak to each other and join meetings.



Microsoft Teams

WHY USING MICROSOFT TEAMS IS BENEFICIAL

- ▶ The app can be access from any device
- ▶ This means that staff can communicate across different locations.
- ▶ This helps staff communicate clearly on the same platform and be connected all times.



ADVANTAGES OF MICROSOFT TEAMS



Keeps all the information on one platform that staff can go back and review any time



Saves time and reduces phone calls due to the chat feature

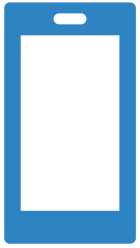


Greatly helps the communication between team members which results in improved teamwork in the care home

HOW IT CAN HELP IN IMPROVING CARE

- ▶ Carers can message office or manager on shift for support in any situation
- ▶ Manager can communicate with staff for any updates about the residents or the care home in general
- ▶ Teams call can be used for staff training; this helps staff understand in depth about the training topic and be able to ask questions. As well as being able to go back to the training meeting due to the teams screen recording feature

CHALLENGES FOR STAFF



May need training to learn
how to use the app



Staff will need internet access
all the time to receive and
send messages or calls



Too many messages can lead
to confusion

RECOMMENDATION

- ▶ Microsoft teams is great for improved communication and efficiency at greenfield
- ▶ After the appropriate training and set rules provided, the work groupchat and online meetings can turn into a great learning space from other staff members and have information you can visit back
- ▶ This will also greatly help home care services as they can communicate with staff at the main office while providing home care and communicate and issues or important information

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INTRODUCTION



- Greenfield Home Care Agency is an agency that serves independent older adults.
- Recently switched to Microsoft 365 to communicate, schedule and keep on record.

Rapid adoption of digital is dangerous:

- Data security breaches
- Confidentiality problems in residents.
- Less organisational efficiency.

Digital safety: This is essential to the UK health and social care (GOV.UK, 2022).

RATIONALE FOR A DIGITAL SAFETY ACTION PLAN

- Planned training is required instead of the informal kind.
- Health and social care organizations contain sensitive and legally safeguarded information.
- Microsoft 365 gains realized by its secure use.

Key risks:

- Human behavior (password reuse, unlocked device, unsafe emailing) (Coventry et al., 2020)
- The digital knowledge gap between frontline employees (Whitfield et al., 2025)

Plan embeds:

- Clear expectations
- Consistent practices
- Continued carer, coordinator and administration support.

OVERVIEW OF THE DIGITAL SAFETY ACTION PLAN

Four key goals:

- ▶ 1. Secure Access
 - ▶ 2. Email Awareness
 - ▶ 3. Data Management
 - ▶ 4. Data Privacy and Integrity.
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- ▶ Vision focuses on main threats in the utilisation of Microsoft 365.
 - ▶ Secure Access: authorised staff only access access systems.
 - ▶ Email Awareness: reduce phishing and unlawful sharing (Coventry et al., 2020)
 - ▶ Data Management: data storage, access and retention (GOV.UK, 2022).
 - ▶ Confidentiality and Compliance: help with the legal requirements, trust of the people (Harkness et al., 2025)





GOAL 1 – SECURE ACCESS

Actions:

- Role-based access in Microsoft 365.
- Good passwords and frequent updates.
- Multi-factor authentication.
- Systems and data should be used by only authorised people.
- Risks: Frequent logins, weak passwords, low digital confidence levels (Coventry et al., 2020).

GOAL 2 – EMAIL AWARENESS



- **Goal:** minimise phishing, fraud, and unintentional information exchange.

Actions:

- Role-specific email training, which is mandatory.
- Detect suspicious emails, check the senders.
- Take advantage of Microsoft 365 security (spam filters, warnings)
- Avoid sharing passwords or sensitive information via email
- Train staff to recognize phishing email and suspicious link

GOAL 3 – DATA MANAGEMENT

Purpose: Store, access and store client data in a secure way.

Actions:

- Secure cloud storage (Use Microsoft 365 only).
- Obstruct downloading to personal computers.
- Clean data storage/ deletion timetables.
- Regular data backups

GOAL 4 – CONFIDENTIALITY & COMPLIANCE

Purpose: To comply with UK GDPR and win the confidence of society.

Actions:

- Compulsory secretaries' training.
- Advice on sharing data, permission, confidential dialogue.
- Frequent compliance inspections, refreshers.

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