



## CHARMS for Adult Residential Care

### The Complete CQC-Compliant Solution for Care Homes

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#### Transform Your Residential Care Service

CHARMS Adult Residential Care is a **specialized digital platform** designed to help care providers deliver outstanding person-centered care while meeting **CQC Fundamental Standards** and the **Care Act 2014**. Reduce paperwork and focus on what matters most - your residents' wellbeing.

Built in collaboration with adult care professionals, CHARMS supports every aspect of care delivery, from admissions and assessments to daily care records, medication management, and outcomes—all in one intuitive, mobile-friendly system designed specifically for adult residential settings.

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#### Did You Know?

**Adult care staff spend up to 70% of their shift on documentation.** CHARMS reduces this by 50% or more, giving staff valuable time back for direct resident care.


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#### Comprehensive Features for Adult Residential Care

##### Core Care Management





-  **Digital Care Plans** - Create and update dynamic, person-centered care plans with automated review reminders and version control
-  **eMAR Medication Management** - Electronic Medication Administration Records with alerts for missed doses, interactions, and prescription renewals
-  **Mobile Care Recording** - Record observations, activities, and daily notes in real-time via tablets with voice-to-text functionality
-  **Resident Life Story Integration** - Capture and access residents' life histories, preferences, and important relationships to support person-centered care

##### Safety & Compliance


-  **Safeguarding Hub** - Record and escalate concerns with automated CQC notification workflows. Generate chronologies and audit trails

-  **Staff Competency Management** - Track training, certifications, and supervisions with automated renewal alerts for full compliance
-  **Complete Facility Management** - Manage building maintenance, health and safety checks, and regulatory compliance inspections all in one system with automated reminders

### Operations & Communication

-  **OMG Email Integration** - Instantly save emails and attachments from Outlook or Gmail directly into resident records - no more manual filing
-  **Advanced Rota System** - Fully featured rota management covering all aspects of care delivery, integrated with staff records and training schedules
-  **Complete Training Management** - Manage training bookings, confirmations, certificates, and waiting lists. Staff can view their training history and upcoming sessions
-  **Multi-Disciplinary Collaboration** - Share records securely with GPs, social workers, and other professionals while maintaining strict access controls

### Reporting & Analytics

-  **Real-Time Reporting & Analytics** - Generate reports for inspections, commissioners, and internal teams instantly. Monitor outcomes, incidents, and care trends

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## Why Choose CHARMS for Adult Residential Care?

CHARMS transforms traditional paper-based and spreadsheet systems into a comprehensive, secure platform that supports every aspect of adult residential care delivery while ensuring CQC compliance and improving quality of life for residents.

### Key Benefits

- ✓ **No More Paper or Spreadsheets** Complete elimination of Word files, Excel trackers, and paper folders. Everything managed securely in one searchable, accessible platform with full audit trails.
- ✓ **Free Implementation & Data Transfer** We handle the complete migration of your existing data securely and at no extra cost. All implementation, training, and data import included free of charge.
- ✓ **Direct UK-Based Support** One helpdesk number (0161 237 1872) with no menu systems. Get straight through to experienced, non-technical UK support team focused solely on resolving your queries.
- ✓ **Trusted Nationwide** Used by local authorities, charities, and private providers across the UK. Over 50,000 users trust CHARMS for secure, reliable care management.
- ✓ **Instant Information Access** Find any resident information at the touch of a button. No more endless trawling through paper files or unsafe spreadsheet trackers. Be proactive in care delivery.
- ✓ **Voice-to-Text Technology** One of CHARMS' most popular features - speak notes directly into the system using any device. Saves time and ensures records are updated immediately.

✅ **Compliance Monitoring** Red, amber, green alerts when key dates approach. Automated reminders for all stakeholders with complete chronology tracking for regulatory compliance.

✅ **Custom Development** All system developments funded by SCN. Custom reports built free of charge. Continuous innovation based on user feedback and sector needs.

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### What CHARMS Users Say About Our Training

*"Cameron was great, training provided all the info I need and was easy to engage with. Appreciate the offer of ongoing support once I have more experience using Charms and questions may arise."*

*"Matthew was very good, I asked lots of questions which meant the training ran over by 30 mins - Matthew was fine with this and encouraged the questions."*

*"The explanation, by Adele, was crystal clear, and it left me feeling excited and motivated to use CHARMS, rather than overwhelmed. I had struggled with signing in shortly before the training but once I came back to it, I got it right."*

*"I was very happy with the CHARMS training, by Angela. It was delivered at a pace I could keep up with, and there were plenty of opportunities to ask questions for clarification."*

*"Joe was very knowledgeable about the system."*

*"Sadie was very informative and patient when answering all my questions."*

*"Simplified and uncomplicated delivery, by Edward. I've never used CHARMS before so it gave me an introduction to the system that give me confidence when using it for the first time."*

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### Ready to Transform Your Care Home?

Discover how CHARMS can help you deliver outstanding care while achieving CQC compliance.

### Contact Information

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