PERSON
CENTRED
SOFTWARE
MOBILE CARE MONITORING

DRIVING OUTSTANDING CARE

Driving Outstanding Care

Person Centred Software's Mobile Care Monitoring is the most widely-used digital care system in the UK, and most widely referred software provider within social care

Mobile Care Monitoring is the first fully mobile and easiest to use evidence of care system. Care homes using the icon-driven system evidence, on average, over 50 care notes per resident per day, which just isn't possible on paper or many other systems

The digital care system reduces time spent on paperwork with care interactions evidenced as they happen, achieving the company's aim of giving staff more time to spend with residents, supporting regulatory compliance and improving the quality of care for residents

Care sector's most widely-used digital care system

Mobile Care Monitoring is used by large care providers to single homes. Thousands of happy care home managers, nurses, carers and owners use the system to evidence care on a daily basis

Number one choice for care staff

Care staff love using the system over all others as Mobile Care Monitoring is easy to use and learn; reduces stress; facilitates teamwork and gives more time to care

Setting the standard for digital care

Person Centred Software invented icon driven care with Mobile Care Monitoring - its award winning care system. It's the first to deliver the eRedBag and integrate a relatives gateway and is now training the next generation and shaping how care is measured by Regulators

Compliance by design

Mobile Care Monitoring provides real time monitoring of care where carers enter data once and it updates everywhere. Regulators are more familiar with Mobile Care Monitoring than any other system. The system enables improved evidence of care and better quality and protection

Unrivalled partners ecosystem

Person Centred Software partners with best in class organisations that work with Mobile Care Monitoring providing a complete ecosystem for care

All the insight and intelligence you need to effortlessly record care

Care sector's most widely-used digital care system

Mobile Care Monitoring by Person Centred Software gives you all the tools to help your business thrive

Compliant
Mobile Care Monitoring (MCM) is acknowledged by the Care Quality Commission (CQC) and other regulatory bodies, in numerous inspection reports

Trusted
The most widely installed and referenceable digital care record solution in the UK. MCM is trusted to evidence over one million instances of care every day and this figure is increasing daily

Proven
MCM has a proven Return on Investment (ROI) that's tried, tested and relied upon by care homes across the UK

Dedicated
100% focused on the residential care market and committed to helping to improve the quality of lives of people living in care homes, and those who are supporting them, day in day out

Best practice
Working with thought leaders, influencers and innovators. Actively engaged with our user base to ensure our products continue to provide the best value to you

A partner for the long-term
Person Centred Software form long-term working partnerships with our customers, allowing you to confidently plan for the future

Independence
A truly independent company, with no external shareholders or funding, with complete control of our development and support

Scalable, secure and reliable platform
Based on state-of-the-art hosting and managed services from our hosting partner, Microsoft

Secure partner for the future
Providing rapid development capability and an exciting product roadmap

Better care, better business

Number one choice for care staff

Mobile Care Monitoring enables care staff to spend more time with the people they support and less time on administration to provide a better quality of care that really makes a difference

Evidencing care made easy with the Care App

Icon-driven and designed to efficiently and effectively record evidence of care provided for any eventuality, including accidents, incidents and handover notes

Do it once

All the usual charts and graphs are automatically created from the evidence of care captured without the need to duplicate data entry. MCM enables care staff to conduct informed assessments, feedback directly into care plans and gives visibility of the complete care story

Responsive prompts to reduce risk

Evidence planned actions, whether they are offered, declined or refused. Quickly and easily record details of any unplanned care – whenever it's required

An hour more per shift to spend with residents

Setting the standard for digital care

We understand that managers and their team are always being asked to produce information about the people they care for and the service they provide

Holding your hand at inspections

Mobile Care Monitoring (MCM) gives managers the information they need quickly, accurately and in enough detail to really understand what's happening in the service. It enables managers to stay on the front foot and avoid unnecessary stress or wasted time wading through records. Using MCM, you'll have knowledge about what's happening at a home at any time of the day

Acknowledged by inspectorate bodies

94% of customers provide good or outstanding care according to regulators' reports

Driving outstanding care

Evidence to answer regulators Key Questions and Key Lines of Enquiry helping you to demonstrate the quality of your care

Constant improvement

MCM gives you the ability to identify any areas for improvement or where more evidence may be required to be compliant. As well as information for team performance, supervisions and appraisals

Monitoring fluids can reduce falls by 33%

Compliance by design

Mobile Care Monitoring (MCM) gives carers, nurses, managers and owners the tools to provide the best quality of care for residents and make a real difference to their lives

More time for care
MCM gives staff more time to care by freeing them up from the administration burden associated with maintaining resident care records and paperwork. Three days a month time saving is typically achieved for all staff who are required to document care, so an hour more a day can be spent with residents

Informed care plans
Efficient creation and upkeep of well-written, person-centred care plans, informed by evidence of care

Instant access to information
Instant access to audit and compliance data, which is collected by carers at the point of delivery on mobile devices

Knowledge of the true cost of care
Ability to automatically evidence the true cost of delivering care, which is becoming increasingly important when negotiating fee changes with the funder

Increased staff morale
Increased operational efficiencies through carers using the system to work more effectively and be happier in their work

Transparency and communication
Improved transparency for families and friends of residents and appreciation of the quality of care
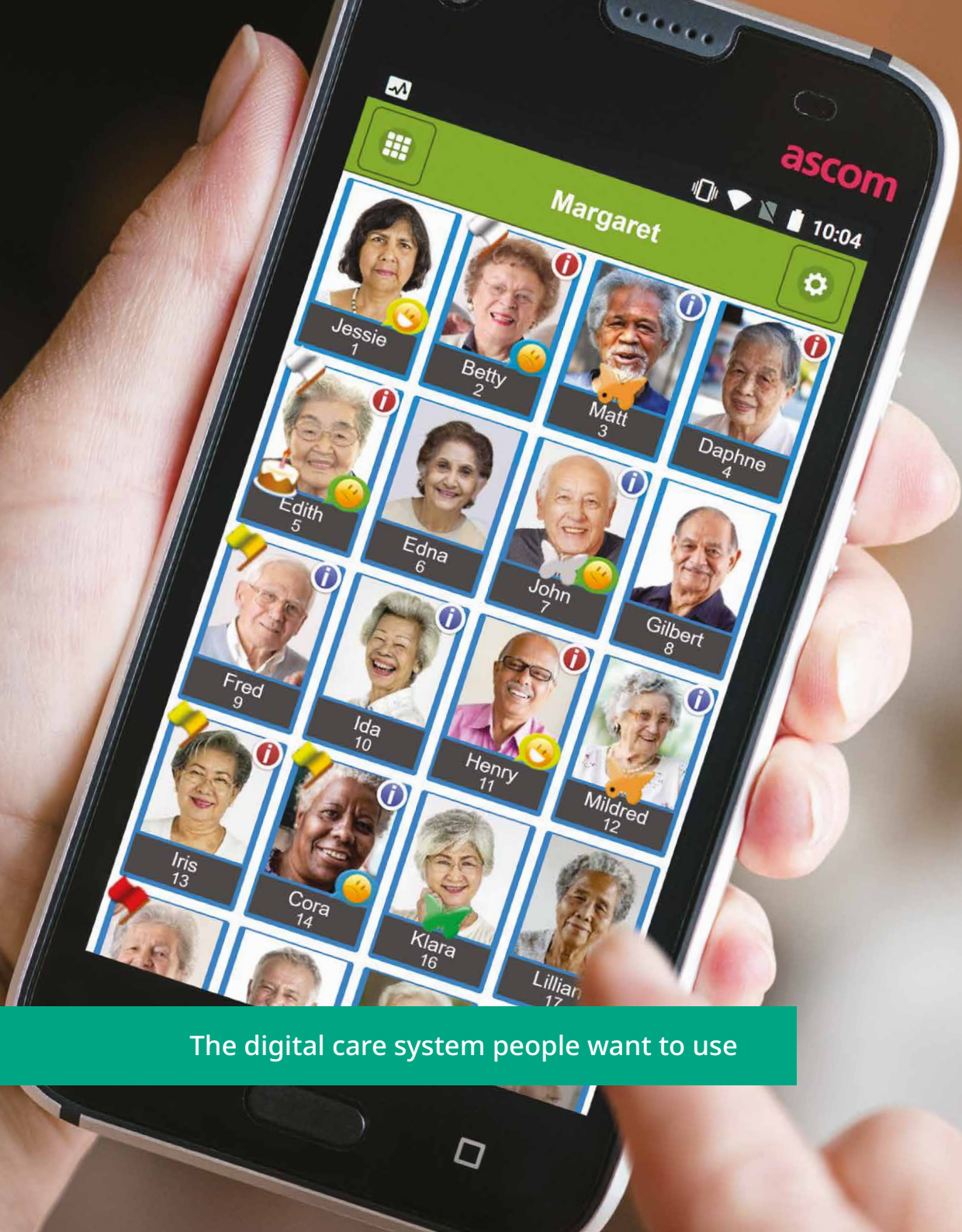
Team working
Better team working through staff having visibility and accountability of all aspects of care provision

Cost savings
Cost savings associated with the reduction of paper/printing and the adoption of digital records

Compliance
Compliance with regulations. All the required information instantly to hand when inspected by regulatory and accrediting bodies

The digital care system people want to use

Unrivalled partners ecosystem

Person Centred Software partners with best-in-class organisations that work with Mobile Care Monitoring to provide you with a complete ecosystem of care

We are specialists at digital care recording, and we aim to provide the best digital care management system. We created an ecosystem in order to provide our customers with the best solution for every part of their business that can be fully integrated with Mobile Care Monitoring

We don't limit any area of our ecosystem to a single partner so that our customers have choice

With Mobile Care Monitoring you can choose the best products from any of our partners to create the perfect solution for your particular needs

Our ecosystem graphic demonstrates the areas of our partnership. For more information about our partners visit **www.personcentredsoftware.com/partners**

Ecosystem of care

CARE

Resident Engagement
- Activities
- Reminiscence / Therapeutics
- Food Choices
- Relatives Gateway

Care Home Management (CMS)
- Prospects
- Accounts
- Rotas
- Training
- HR

Compliance
- Health and Social Care
- Information Governance
- Regulations
- Quality Systems

Technology / IoT
- Interactive Tech
- Safety Monitoring
- eMAR
- Artificial Intelligence

The benefits of using Mobile Care Monitoring

" Person Centred Software's Mobile Care Monitoring played a significant part in our achieving an Outstanding rating at Kingfisher Court's first CQC inspection. Mobile Care Monitoring provides a genuine next generation answer to how care is described, captured and communicated effectively and efficiently. It helps release people's time to care properly and simultaneously improves the evidence that supports person centred care planning and outcomes. "

Andrew Long
CEO at Oakdale Care Group

" One of the main reasons we chose Person Centred Software's system was because of the technical and open architecture. We want to share the data we have with relatives and other stakeholders in the care of residents. This will help to create closer relationships and even more openness with relatives and improve the quality of care that our residents receive in their health and social care journeys. "

Ernie Graham
Owner at Cornford House Care Home

" As we grew our care home business, a major requirement was to have an overview of how each of our eight homes was performing. We needed a risk register at board level to identify any potential events that could impact the organisation. Initially we saw Mobile Care Monitoring as a way to save time, but it has given us insight into things we just didn't know. "

Rishi Sodha
Care Director at Handsale Care Homes

Plan and monitor care more effectively

Mobile Care Monitoring enables managers to actually coach and manage the team, stay on the front foot and avoid any unnecessary stress or wasted time wading through records

Get personal
Plan person-centred care routines that meet both the social and medical needs of the people you support. Residents' preferences and important information, like fluid monitoring, is available at the point of care, and whenever it's needed

Empower the whole team to succeed
Effective handover process and awareness of important actions required promotes team working. Available in the palm of your hand, so the whole team can see what needs to be done on their shift and contribute and work in unison. Provide evidence of when staffing is required based on live data

More effective evidence of care
Nurses and senior carers can make informed decisions with data presented graphically in charts and reports, making evidence clear, thorough, compliant, and of real benefit to the individuals being supported

Valuable insight
Visibility and transparency of informative data that's easy to understand so that you know outcomes are being met. Trends, alerts, informs and watches mean that you can stay on the front foot and really be in control

Bring the team together as one

Comprehensive care planning that meets residents' needs

Efficient creation and upkeep of person-centred care plans, informed by evidence of care and accessible from the Care App at the point of care

Industry knowledge
Informed care plans that are integrated with industry acknowledged assessment tools, providing a holistic assessment of needs, risks and outcomes

Person-centred care plans
Personalised care plan routines incorporate preferences for social and medical actions needed to support residents' goals

Integrated care plans
Care plans and assessments are triangulated by the evidence of care recorded on the Care App so all risks are automatically known about in every relevant area of the care plan and no information is out of sync

Comprehensive care plans
Body maps, wound care, review cycles, assessments, risks and care needs are all integrated to provide comprehensive, detailed and up-to-date care plans

Accessible at any time
Carers can access up-to-date care plans with the touch of a button on the Care App, so residents' needs and risks are always known and the care they receive is responsive and personalised

Effective care planning to provide quality of care

Keep loved ones in the loop

Our Relatives Gateway gives you the opportunity to engage more with relatives, share magical moments and give comfort that loved ones are being cared for, to promote an inclusive and transparent environment

Help families stay in touch
Send social media style messages and photos between relatives and residents. The Relatives Gateway can be branded for each organisation so you can integrate it with your existing website

Keep relatives aware of care
Share a summary of interventions and wellbeing indicators and a summary of the morning, afternoon, evening and night with relatives so they are involved in their loved one's care even when they can't be there
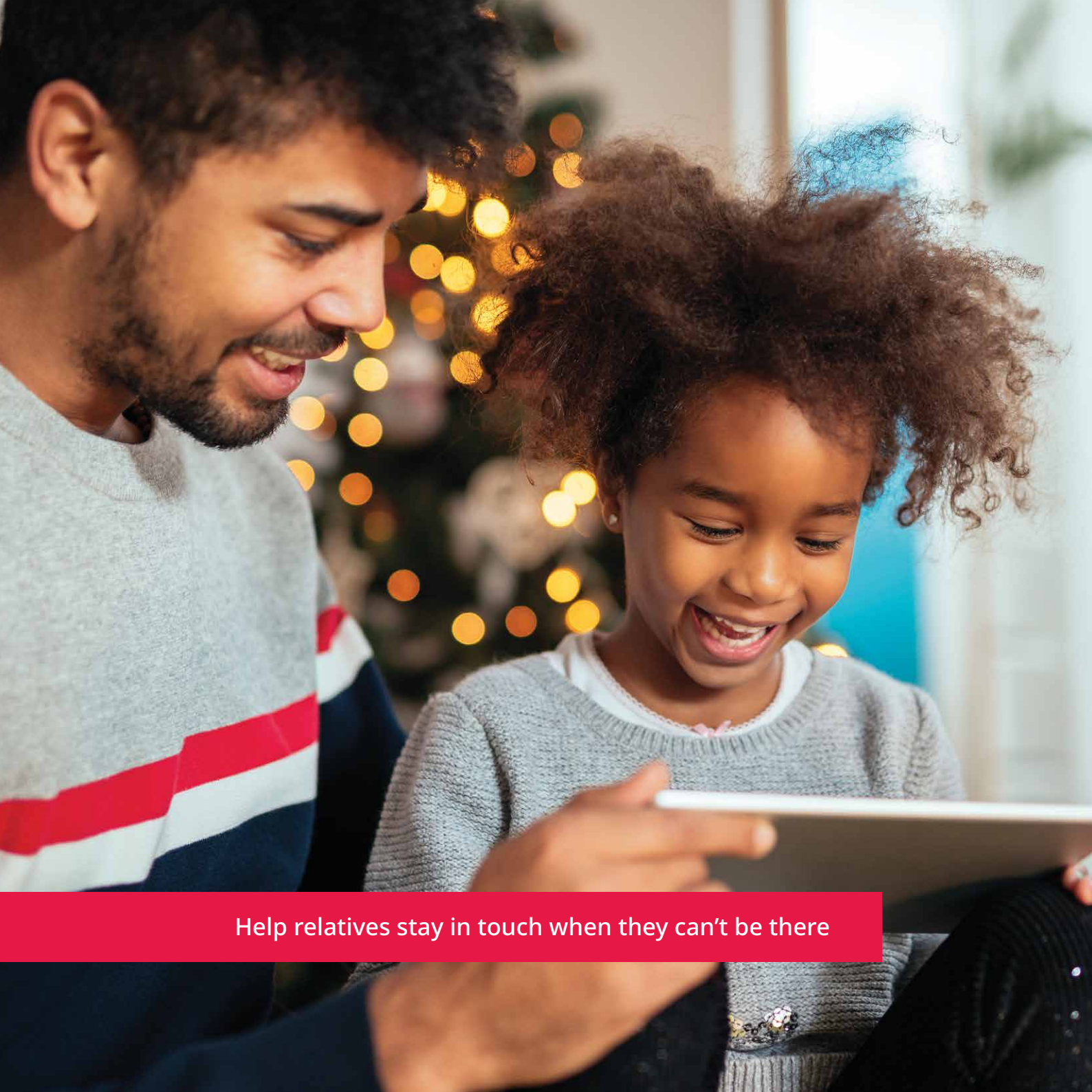
Provide a transparent service
Create a competitive advantage and enable greater transparency by enabling family members to use the Relatives Gateway to access information about residents

Sign the care plan electronically
Digital care plan and consent to care is available electronically for those with the appropriate rights

Recognised by regulators
Relatives Gateway is referenced in regulation reports for care providers who provide outstanding care

Help relatives stay in touch when they can't be there

Co-ordinate and track activities that really make a difference

The Care App and Activities App produce a record of all the great things your team are doing that enriches the lives of the people they support

Personalised plan of activities
Plan, evidence and track group activities that engage residents with their community in a way that meets their social needs and goals

Secure photo sharing of magical moments
Capture photos of magical moments directly via the Care App. They are securely stored in the digital care system and can be shared with families and friends via the Relatives Gateway

Buddy up staff and residents
Match keyworkers and residents by common interests to help cement a unique bond

Capture magical moments with the Activities App

Fully integrated Relatives Gateway

" The Relatives Gateway is my lifeline. I don't feel like I'm pestering carers for updates with it. I look every night and especially when I'm away on holiday and can't come to visit. I know if something's wrong. It's like she's with me. I know she's happy and taking part in activities. "

Family member
Relatives Gateway user
Signature The Beeches

" It is easier and quicker for staff to enter care notes and we are now capturing much more information than before. "

Claire Picton
Nurse Consultant for Practice Development
St Mary's Convent and Nursing Home

" A member of the care team requested that a resident was put on fluid watch as they were concerned that they weren't drinking enough. The fact that this member of staff, rather than feel frustrated, knew that the system could support us shows just how invaluable the system is. **"**

Alison Redhead
Registered Manager
Minster Grange Care Home

Consistent quality across the group

Group Reporting gives the senior management team the ability to report on how services are performing at each of the registered locations collectively across the group or the area they are responsible for
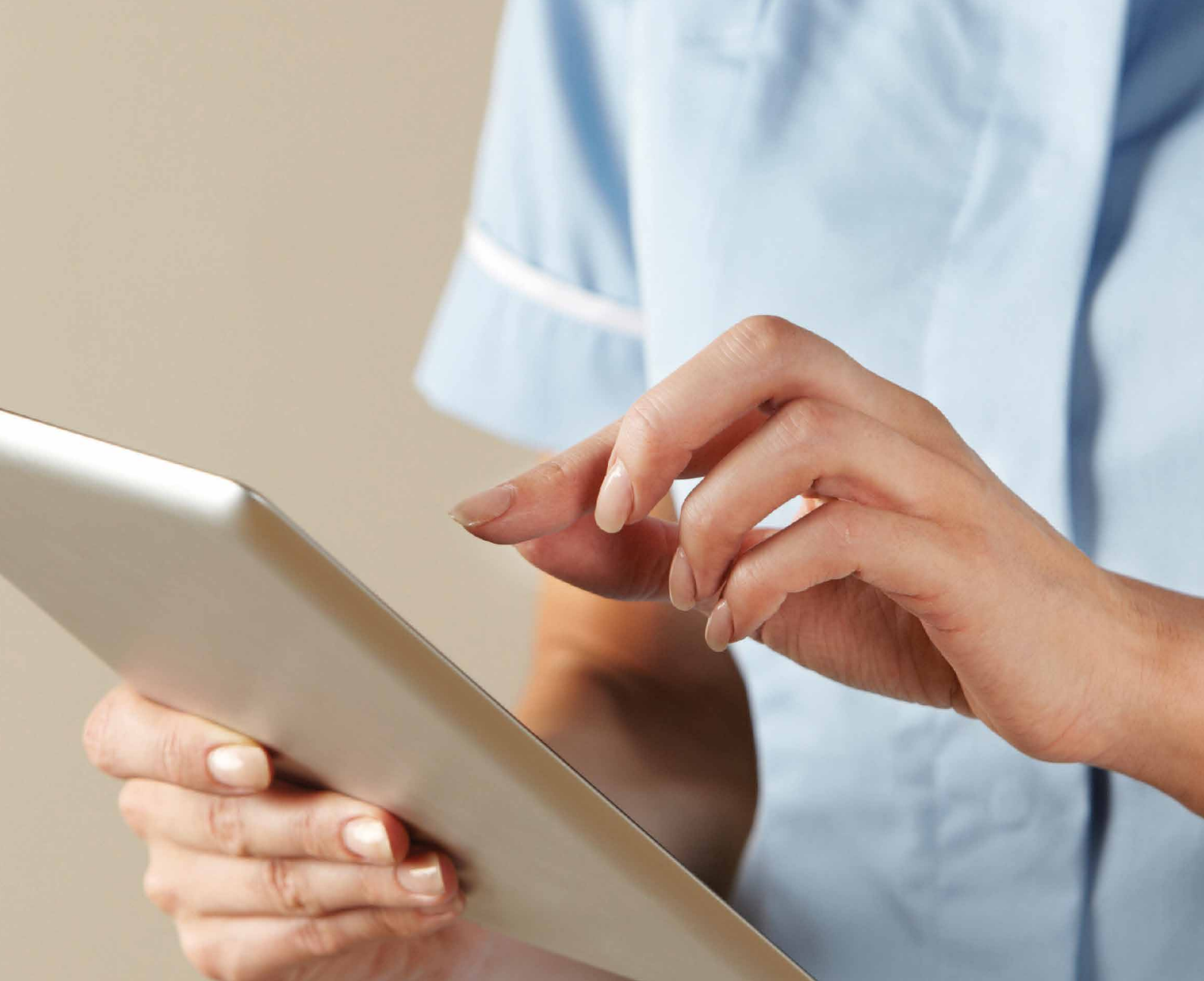
Monitor care delivery
Ensure critical care is happening, like fluids are being offered. Track the outcomes of planned actions, measure the completeness of records and identify where records need attention

Bird's-eye view of care
See accident and incident trend analysis and have insight into things like falls, UTIs and BMI

Ensure consistent quality
Monitor the handover process, occupancy statistics and other KPIs to ensure consistent quality across your service(s)

Stay calm and in control with Group Reporting

Evidence recording around the clock

Evidence the attendance to rooms with QR codes or NFC tags*

Detailed evidence at night
Record sleep patterns, observations and evidence of any care provided during the night, such as continence pad changes, as well as things like when the curtains were drawn

Personalised night checks
Schedule night checks in line with personal preferences and safety needs of the individuals you support

Risk free sleep
Schedule bed and pressure mattress checks to ensure no risks are forgotten or left unchecked

Staff supervision
Report on interactions provided by staff and the times they've made checks on residents throughout the night

*device support dependent

Evidence of night time support and room checks

Share information to involve everyone in care

Share information with outside professionals to ensure that resident's medical and support needs are known by everyone involved in their care

Secure access to information
Securely share information through the Mobile Care Monitoring system with professionals such as GPs, physiotherapists, occupational therapists etc to join up resident's health and social care journey

Resident focused care
Professionals' access is provided through a secure login to view real-time information. This means you'll have professionals' input and expertise on hand to provide a better quality of care to residents

Red Bag hospital pack and eRedBag
A 'hospital pack' in line with the Red Bag initiative is automatically compiled from up-to-date care records, which can be shared easily with ambulance and hospital staff so they can treat and care for a resident quickly and effectively

Person Centred Software is the first to digitise the Red Bag to provide fully electronic communication between care homes and hospitals

Supporting residents' journey through health and social care

Stay firmly in control of your data

Our secure cloud platform enables you to meet and exceed the requirements of the General Data Protection Regulation (GDPR) and has optimal performance that can grow with your business

GDPR compliant infrastructure
Mobile Care Monitoring (MCM) is hosted on the Microsoft Azure platform, providing a secure solution that adheres to industry standards, and is hosted in an ISO 27018 environment
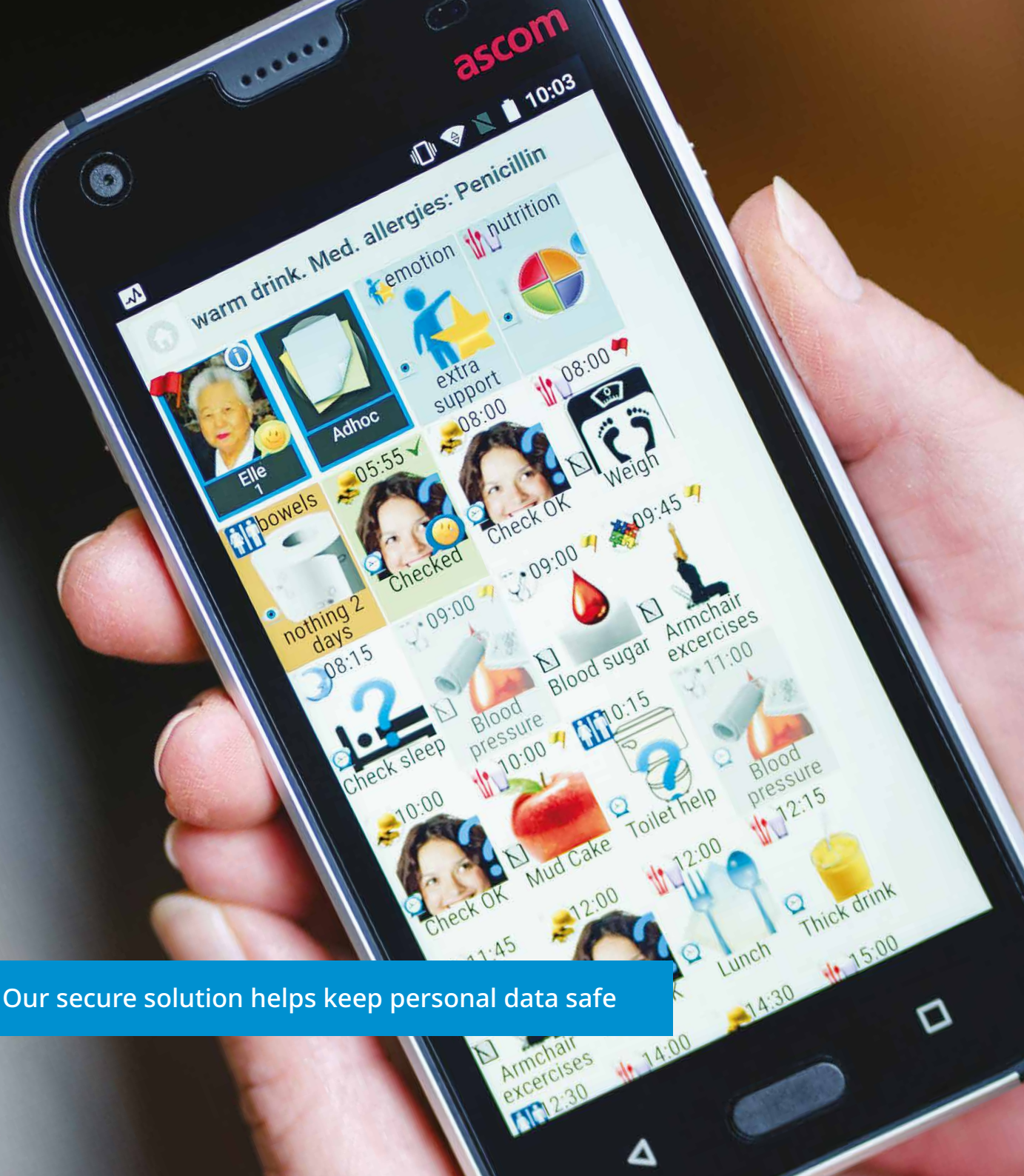
Exceed GDPR requirements
We provide you with a GDPR Toolkit to help you complete your organisation's Data Protection Impact Assessment (DPIA), risk register and define your data management policies

Security
MCM is certified by a 'Check registered' third-party to assure that the solution is robust and adequately protected from cyber theft/attacks

Works online and offline
Secure mobile app designed specifically for care homes and to work online and offline to seamlessly handle those tricky connectivity spots around the care home

Our secure solution helps keep personal data safe

Effective implementation and support

It's so simple to get going with Mobile Care Monitoring that your staff will be using it straight after training

Implementation

Proven track record for successful implementations. With Mobile Care Monitoring it is simple to get started, so immediate benefits are realised right from day one

Our implementation experts have experience, industry knowledge and expertise to train your staff and give them the confidence they need to succeed

We provide a Getting Started pack including posters to brief staff, residents and relatives about MCM

Support

You can contact our support team by support ticket, live chat or telephone. Help screens and videos are built in to the system, which can be personalised for your organisation.

We provide you with physical copies of training guides that are also available online within the system

Monitor usage

Usage audit to make sure the system is being used to maximum impact

Get started straight away

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Care sector's most widely-used digital care system

Compliance by design

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Book a demo with us today
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