



Documentation – Product Description

Updated: 12 May 2025

Subscription Services

- Any reference to bed or registered bed in the description of subscription, an Order Form or Documentation shall mean the bed registered with CQC or national law equivalent.

mCare (fka Digital Care Planning System)

- Capture of information at point of care
- Reporting at home and group level
- Care Plan management
- Assessments
- Mobile device management

CarePilot – IQ (Beta)

- Provides a comprehensive set of quality indicators that reflect historic and current metrics through a series of dashboards.
- The benchmarking of quality indicators is presented across multiple dimensions (dependency, performance level, etc.).
- Provides summary views to aid with diagnosis of care performance, with the ability to drill down to the Customer's resident level across multiple characteristics.

Atlas eMAR – electronic medication administration record system

- Capture information on medication at point of care
- Reporting at home and group level
- Stock Control
- Pharmacy integration
- Barcode technology
- Medication Ordering

Atlas Pharmacy

- Patient matching
- Capturing of prescription images (where applicable)
- Clinical check
- Medication order visibility

Atlas CAPA

- Capturing of prescription images (where applicable)
- Clinical checks
- Medication order visibility
- Dispensing of medication
- Creation of Atlas dispensing labels
- Barcode validation (during the dispense process)

Digital Reception – electronic e-reception book

- Capture of information at point of arrival and departure
- Collect feedback
- Reporting
- Evacuation report

Oomph On Demand

- Platform of activities and exercises including live sessions
- Calendared events
- Resident area for personalized content and individualized reporting
- Oomph Clubs – episodic activities
- Capture information about residence preferences and health conditions
- Reporting

Oomph Wellness Training

- E-learning titles - whole home approach to wellbeing for staff learning

PCS Learn

- LMS platform
- Wellbeing Assessment and Training

NurseCall Messaging

- Alerts of call bells going off within your home
- Instant messaging between staff
- Reporting functionality

Centrim Life - Maintenance and Asset Management module

- Ability to raise maintenance requests.
- Preventive and Corrective maintenance tasks can be set up.
- Asset Management
- Reporting

Comentis - Mental Capacity Assessment

- Step-by-step guide to assess capacity
- Pre-populated capacity reports
- Consent to Medication
- Consent to Bed rails
- Consent to Grab rails
- Reporting at home and group level

DepenSys

- Web-based dependency system
- Identifying the specific needs of each resident
- Converting these needs into the necessary time and skills required to meet them.
- Comparing the suggested staffing levels with the actual levels.

Teladoc - MyStrength for Emotional Wellness

- MyStrength is a wellness application that provides digital content across a range of mental health areas, providing psychoeducation and coping strategies to increase resiliency and mental wellbeing.
- Users are also supported by support staff (guides) offering navigation and non-prescriptive advice via an asynchronous chat function.

ResHub Family Engagement Module

- Care Updates – mCare integration enabling automated care plan updates to be delivered to relevant family members
- Communications – 2-way video calling, picture sharing, text and video sharing between family and residents
- Survey Manager – managing surveys of families, residents and internal team

ResHub Core Platform

- ResHub Family Engagement Module
- Lifestyle Calendar Management & Activity Tracking – management of activities calendar and attendance tracking
- Concierge – digital tool to enable residents and families to order and pay for various services
- Digital Signage (add-on purchased separately) – management of digital content to be displayed on any screen or TV via the ResHub TV box
- Maintenance (add-on purchased separately) – management of maintenance requests

Redcrier - eBox Learning Management System

- Access to online training material.
- Advanced training compliance reporting.
- Certificate storage.
- Staff Management.
- Event management.
- File sharing.
- Translation tool.

Redcrier - Silver Box Distance Learning via MarkiT online portal

- Access to downloadable training material (Segmented into Content, Answer Book and Knowledge Paper).
- Basic training compliance reporting.
- Knowledge paper submission for marking.
- Certificate storage.

Professional Services - standardized

Data Migration Service

- Professional service meant to facilitate faster and smoother data migration for the Customer's use of Subscription Services.
- As part of the service, PCS is required to enter data on behalf of Customer into Subscription Services. To achieve this PCS provisions temporary access to PCS personnel to perform the data entry. Once the Professional Services are complete, temporary access is removed.

SLIDE Framework - 7 hours on site

- An On-Site wellbeing assessment using the SLIDE Framework.
- A full review of working practices, approach to resident wellbeing and delivery model.
- Tailored Wellbeing Report.
- Optional 60 min virtual support session.
- For multi-sited groups - the additional group report feedback session is provided.

Wellness essentials - 30 min e-learning courses

- Access to a suite of CPD Certified 10 eLearning titles for all staff within the home which provides a whole home solution to the foundations to wellbeing.
- Unlimited Learning Pathways.
- Access to PCS Learn LMS.

Exercise Bundle - 6 hours in person + 35 mins E-Learning prior

- In person training courses which focus on upskilling members of staff in the delivery of exercise sessions.
- ActiveIQ endorsed qualification.

Leadership training - 4 hours in person

- In person training courses targeted and focused on leadership development towards wellbeing delivery within homes.

Creativity workshops - 5 hours in person

- In person training courses designed to upskill staff members in various areas of activity and exercise delivery.

Subscription Services – Australia specific

Centrim modules

Lifestyle Management

- News and Announcements
- Real-time family collaboration
- Activity Management
- Activity Calendar
- Newsletters
- Resources

Communication

- Inbuilt private messaging
- Video Call Booking
- Bulk SMS
- Bulk Email

Feedback & Compliance

- Feedback Kiosk App
- Real-time Feedback
- Inbuilt complaints management
- Resident Surveys
- Employee Surveys
- Survey Collection Mobile App (iOS/Android)
- Continuous Improvement Register
- Incident Management

Maintenance & Asset Management

- Maintenance Kiosk App
- Maintenance Technician Mobile App (iOS/Android)
- Easily raise and track jobs
- Third Party Jobs assignment
- Asset Management
- Supplier Management
- Preventive Maintenance List
- Technician mobile app

Visitor Management

- Visitor Kiosk App
- Visitor Booking
- Touchless visitor Management
- Visitors, Staff, Residents & Contractors
- Visitor Profile & Visit History
- Vaccination & Health Declaration checks
- Online emergency evacuation list

Resident & Property Management

- Resident & Family Portal and Mobile Apps (iOS/Android)
- Resident Profile, Progress Notes, Resident Tasks, Resident Documents, Resident Contacts
- Resident Interactions (Feedback, Maintenance requests, Incidents, Service requests)
- Property Profile (linked with Residents)
- Property Notes & Documents
- Property History (Ownership, Refurbishment, Maintenance)

Dining & Online Ordering

- Recipe Management
- Menu Planner & Builder
- Diet Profile Management
- Online Ordering
- Shopping List
- Preparation
- Serving & Consumption status

CRM & Lead Management

- Sales dashboard
- Enquiry Management
- Lead progress Management
- Lead communication Management
- Task Management
- Village Tour Management

Staff Mobile App – included with the purchase in each Centrim module.

Resident Aged Care All-Module pack includes following modules:

- Lifestyle
- Communication
- Feedback & Compliance
- Maintenance & Asset Management
- Visitor Management
- Dining & online Ordering
- Resident Management

Retirement Living All-Module pack includes following modules:

- Lifestyle
- Communication
- Feedback & Compliance
- Maintenance & Asset Management
- Visitor Management
- Resident Management
- Property Services