

## **Documentation – Product Description**

**Updated:** 20 October 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

### **IQ**

- Provides a comprehensive set of quality indicators that reflect over 40 historic and current metrics through a series of dashboards.
- The benchmarking of quality indicators is presented across multiple dimensions (dependency, location, etc.).
- Provides summary views to aid with understanding of care performance, with the ability to drill down to the Customer's resident level across multiple characteristics.
- Provides the ability to create and save customised dashboards.
- Provides the ability to export dashboards to PDF.

### **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 understanding 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