

# Charms<sup>TM</sup>



## CHARMS for Shared Lives & Homeshare

### Comprehensive Management for Shared Lives and Homeshare Services

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#### Supporting Shared Lives & Homeshare Services


CHARMS is specifically designed for providers managing both Shared Lives services and Homeshare programs. Whether you're supporting adults with learning disabilities, mental health needs, or older people seeking companionship and independence, our platform helps you deliver person-centred care while maintaining regulatory compliance and operational efficiency.


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#### Services We Support


CHARMS manages both Shared Lives and Homeshare services:

##### Shared Lives Services


 **Long-Term Live-In Placements** Support adults with learning disabilities or mental health needs moving into approved carer households permanently, with compatibility matching and ongoing support.


 **Respite & Short Breaks** Manage planned and emergency respite placements, giving family carers breaks while providing quality care in approved households.


 **Day Support Services** Coordinate daily visits to carer homes, community activities, and skill-building sessions with progress tracking and outcomes measurement.


 **Overnight Support** Schedule short-term overnight stays and emergency placements with 24/7 contact management and carer availability systems.

##### Homeshare Services

 **Householder Matching** Match older people or those needing companionship with homesharers who provide accommodation exchange for practical support and companionship.

 **Property Assessment** Coordinate property visits, spare room assessments, and ensure homes meet safety and suitability standards for homeshare arrangements.

 **Agreement Management** Facilitate support agreements between householders and homesharers, defining tasks like cooking, cleaning, shopping, or simply providing reassuring presence.

 **Ongoing Support** Monitor 6-12 month placements, provide mediation support, and manage trial periods with regular check-ins and progress reviews.

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## How CHARMS Supports Your Shared Lives & Homeshare Operations

### **Secure Multi-Stakeholder Access**

Unique logins for Shared Lives carers, homesharers, householders, coordinators, managers, and service users ensure secure access to relevant information. Every stakeholder accesses what they need, when they need it, maintaining privacy and security.

### **Complete Carer & Participant Recruitment**

From initial enquiries to application, training, assessment and approval, CHARMS manages the entire journey for Shared Lives carers and Homeshare participants. Built-in assessment forms with progress tracking and QA monitoring.

### **Website Integration & OMG**

Enquiry API automatically encrypts and imports website enquiries for both services. Online Mail Grabber (OMG) saves emails from any client directly to case files with one click - no more copy, paste, download, upload...

### **Secure Application Forms**

Prospective Shared Lives carers and Homeshare participants complete sensitive application forms online within CHARMS, saving progress as they go. Coordinators can monitor progress without unsafe exchanges of Word files or emails.

### **Intelligent Matching System**

Advanced matching algorithm identifies the best potential matches - service users with Shared Lives carers, or householders with homesharers - based on compatibility, needs, preferences, location, and lifestyle considerations.

### **Carer & Participant Portals**

Shared Lives carers and Homeshare participants login to complete daily logs, upload documents, record activities, and view support schedules. Secure information sharing without paper exchanges.

### **Training Management**

Complete training module managing bookings, attendance, certificates for both Shared Lives carers and Homeshare coordinators. Participants can view their training history and apply for new courses directly through their portal.

### **Comprehensive Participant Management**

Manage Shared Lives carers, service users, householders, and homesharers with detailed profiles, background checks, ongoing assessments, and support planning tools.

#### **Property & Home Assessment**

Document home assessments for both Shared Lives carer households and Homeshare properties, ensuring spare rooms meet requirements and safety standards with comprehensive inspection tracking.

#### **Agreement & Support Planning**

Create and manage support agreements for both services - from Shared Lives care plans to Homeshare arrangements defining practical support tasks and expectations, with progress monitoring.

#### **Financial Management**

Handle different payment structures - Shared Lives placement fees and Homeshare monthly charges to both householders and homesharers, with automated invoicing and financial reporting.

#### **Inspection & Regulatory Reporting**

Generate CQC datasets, local authority reports, and regulatory compliance documentation at the press of a button. Complete audit trails for inspection readiness across both services.

#### **Inspector Access**

CQC inspectors get dedicated secure access. They can interrogate the system remotely and look at individual case records, saving time so that they can spend more time with staff, carers and service users.

#### **Safeguarding & Risk Management**

Comprehensive safeguarding protocols for both services, including background checks, reference verification, and ongoing risk assessments with complete audit trails and alert systems.

#### **Coordinator Support Tools**

Support coordinators managing both services with caseload management, visit scheduling, mediation tools, emergency contact systems, and 24/7 live availability lists.

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### **Why Choose CHARMS for Shared Lives and Homeshare?**

CHARMS transforms traditional paper-based and spreadsheet systems into a comprehensive, secure platform that supports every aspect of Shared Lives and Homeshare delivery while ensuring compliance and improving outcomes for people.

#### **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. We don't do AI chatbots or ticketing systems. Get straight through to an experienced, non-technical UK support team member focused solely on resolving your queries, with a service level agreement of two hours for resolution - 95% of calls are dealt with there and then.

**Trusted Nationwide** Used by local authorities, charities, and private providers across the UK. Over 50,000 users trust CHARMS for secure, reliable care management including 20,000+ families in care services.

**Secure Email Portal** Share files and reports with third parties securely using 2-stage login. No expensive email sharing systems required - it's free for everyone including service users and their families.

**Service User Access** Secure login for service users to share information, record thoughts, and contribute to reviews safely and independently, promoting person-centred care.

**24/7 Live Availability Lists** Always-on availability lists one click away from the main menu. Up-to-date carer and participant profiles for quick, effective placement matching across both services.

**Instant Information Access** Find any information at the touch of a button. No more endless trawling through paper files or unsafe spreadsheet trackers. Be proactive and identify issues before they become problems.

**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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## Client Testimonial

*"I would like to thank you all for your support with the implementation. It was overwhelming at the start for us transferring from paper files to Charms but you have all been amazing, supporting us through the transition, always making us feel like nothing was too much trouble. I would also like to add the training has been excellent too not only for the Shared Lives team but also for the Shared Lives carers who were nervous at the start with the transfer but after they received the training they were happy and eager to get started. Once again thank you."*

— Karen Bennett, Registered Service Manager - Shared Lives and Supported Living Service, Sefton New Directions

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## Transform Your Shared Lives and Homeshare Services Management

See how CHARMS can help you deliver outstanding care across all service types while reducing administrative burden and ensuring CQC compliance.

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