



CHARMS for Children's Residential Care

Comprehensive Care Management Software

Secure, Responsive Case Management Software for Residential Homes

Transform Your Children's Residential Care Services

CHARMS for Children's Residential Care is a secure, cloud-based case management platform designed specifically for children's homes across the UK. Whether you're managing a single home or a multi-site service, CHARMS helps you deliver safe, compliant, and child-centred care—while reducing paperwork and improving team efficiency.

Built in collaboration with residential care professionals, CHARMS supports every aspect of care delivery, from referrals and placements to daily logs, incidents, and outcomes—all in one intuitive, mobile-friendly system.

Key Statistic

More than 50% of office workers spend more time searching for files than on actual work. CHARMS eliminates this problem by providing instant access to all information in one secure, searchable platform.

Comprehensive Features for Residential Care

Instant Referrals & Placements

Enter referrals in seconds with instant visibility for home managers. Digital placement matching and approval workflows with electronic signatures. The dialogue about potential matches happens entirely within CHARMS.

Complete Care Planning & Records

Upload care plans, CPRs, and health records with immediate access for care staff. Voice-to-text note entry for fast, accurate updates. Comprehensive daily logs, incident reports, and keyworker notes all in one place.

Online Mail Grabber (OMG)

Revolutionary email management - save emails and attachments directly to a child's case file with one click. Eliminate 2.5 hours of weekly admin time. Select multiple emails and "OMG it" to save everything instantly.

Mobile-Ready & Voice-Enabled

Responsive design works on smartphones, tablets, and laptops. Staff can speak notes directly into CHARMS using their mobile phones - no need to carry laptops around the home. Updates happen in real-time.

Complete Establishment Management

Manage buildings insurance, fire alarm tests, cleaning checklists, health and safety checks, and Reg 44 inspections. Everything tracked in one simple "Progress" screen with automated reminders.

Comprehensive Staff Management

Full personnel management from job applications to ongoing support. Staff can apply for holidays securely, managers receive email alerts for approvals. Bradford Factor built-in for sickness monitoring and support.

Advanced Rota System

Fully featured rota management covering all aspects of care delivery. Integrated with staff records and training schedules for seamless workforce planning and compliance monitoring.

Complete Training Management

Manage training bookings, confirmations, delegate lists, certificates, and waiting lists. Staff can view their training history and upcoming sessions. Free Teams-based training included in induction processes.

Security & Compliance

Role-based access controls and comprehensive audit trails. GDPR-compliant cloud hosting designed to meet Ofsted requirements and Children's Homes Regulations with full chronology tracking.

Real-Time Reporting & Analytics

Generate reports for inspections, funders, and internal teams instantly. Monitor outcomes, incidents, and placement trends. Export anonymised data for analysis. Custom reports developed free of charge.

Multi-Agency Collaboration

Share records securely with social workers and professionals. Control access to sensitive documents while maintaining a single source of truth for every child. Secure email portal with 2-stage login.

Current Placements Dashboard

View all current placements with one-click navigation to individual child records. Complete placement history for each home. Start or end placements in seconds with full audit trail.

Why Choose CHARMS for Residential Care?

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

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 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.

What Our Users Say

Residential Care Manager

"The voice recording feature saves so much time and makes it easy to update records immediately. CHARMS has transformed how we manage our residential care services and the children in our care benefit from better, more timely record keeping."

Senior Care Worker

"OMG has been a game-changer for us. What used to take hours of copying emails and downloading attachments now takes seconds. We can focus more time on the children and less on administration."

Registered Manager

"Having all our establishment management, staff records, training, and care records in one system has improved our efficiency dramatically. The compliance monitoring helps us stay on top of everything with automated alerts."

Ready to Transform Your Residential Care Services?

Discover how CHARMS can enhance your children's residential care services, reduce administration time, and improve outcomes for the children in your care.

Contact Information

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Book a Demo: <https://socialcarenetwork.com/contact>

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