



CHARMS for Residential Family Centres

Secure, Customisable Case Management Software for Residential Family Centres

Purpose-Built Software for Residential Family Centres

CHARMS for Residential and Family Centres is a comprehensive, cloud-based case management platform tailored for organisations supporting young parents and their children. From day one, CHARMS ensures strict adherence to relevant regulations while keeping all information in a single, secure repository. CHARMS helps providers remain compliant, efficient, and focused on person-centred care.

Comprehensive Features for Residential Care

Referrals & Admissions Management

Complete digital workflows for logging referrals, Letter of Instruction, assessing suitability and tracking admissions. Evidence how families are welcomed and contribute to placement plans from day one.

Comprehensive Care Planning

Upload care plans, support plans, and health documents. Personalised placement plans with daily support records, weekly reviews, and final assessment reports all managed in one secure environment.

Daily Logging & Progress Tracking

Document routines, behaviours, incidents, and professional observations in real-time. The unique "CHARMS Progress" screen enables day-by-day progress records for children and parents with voice-to-text and OpenDyslexic font capability. Attach files to individual progress event, creating an easily searchable index of every file attachment.

Multi-Stakeholder Access

Secure logins for residents, families, social workers, and management. Residents can log in to sign off events, incidents, and progress through assessments, ensuring transparent collaboration.

Medication Administration Records

Clear, up-to-date medication administration tracking. Care staff and residents have transparent oversight of medication needs and administration with full audit trails.

Parenting Assessment Tools

Complete ParentAssess and other parent-child assessment methodologies managed within CHARMS. Record families' views, resident meetings, wishes, and feelings with documented responses to feedback.

Significant Events Management

Dedicated tool for recording concerns with unique "Linked Progress" utility for management oversight. Quick incident and accident recording with complete chronology visible in one screen.

Training Management

Record and manage training for parents and staff, including safety-related training. Staff can view their own training records and development plans with auto-generated reminders.

Maintenance & Repairs Log

Track and verify repairs with integrated maintenance logs. Compliance features remind managers when maintenance checks are due, ensuring facility safety and standards.

Safer Recruitment Management

Complete recruitment process from job advertisement through to employment. Manage applications, interviews, checks, references, police checks, and contracts with secure access controls.

Online Mail Grabber (OMG)

Who needs AI when you've got OMG? Revolutionary email integration saving 2,000+ hours monthly across CHARMS users. Save emails and attachments directly to case records in seconds - no more copy, paste, download, upload processes.

Regulatory Reporting & Compliance

Generate reports for regulatory monitoring with regulatory standards built-in. Custom reports provided free of charge to meet specific compliance requirements.

Built for Regulatory Compliance

CHARMS addresses all aspects of residential family centre management in compliance with relevant regulations. From Ofsted/Care Inspectorate registration applications and certificates to Statement of Purpose reviews, Workforce Development Plans, and Quality of Care Documents - everything is managed with automatic reminders when updates are needed.

Why Providers Choose CHARMS

CHARMS eliminates paper files, Word documents, and spreadsheets, providing a comprehensive platform that supports every aspect of residential family centre management while ensuring regulatory compliance.

Complete Paperless Operations

No more paper files, Word documents, or spreadsheets. All critical paperwork in one secure repository with full audit trails and instant access.

Regulatory Compliance Built-In

Automatically align with CQC, Care Inspectorate and Ofsted standards using built-in prompts, reporting tools, and compliance reminders for all critical documentation.

Multi-Device Accessibility

Designed for phones, tablets, and laptops with no compromise on features or security. Easy-to-use interface for all levels of digital literacy.

Secure Portal Communication

Share records securely with external professionals, families, and agencies. Communicate with external partners while maintaining confidentiality and security.

Risk Management Integration

Create, update, and access risk management plans with all stakeholders. Comprehensive risk registers with automatic review reminders and progress tracking.

Professional Supervision Tools

Record professional supervisions with digital verification. Staff can read and verify supervision records with workforce development plan maintenance and reminders.

Comprehensive Document Storage

Secure, searchable case notes for all resident records and assessments. Every document stored with proper access controls and version management.

UK-Based Support & Implementation

Full implementation and data migration included at no additional cost. Unlimited UK-based phone and email support with no ticketing delays - straight through to experts.

Transform Your Residential Family Centre Management

Discover how CHARMS can streamline your operations, ensure compliance, and improve outcomes for families and children in your care.

Customisable to suit diverse services including supported housing, mental health, and family assessments

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