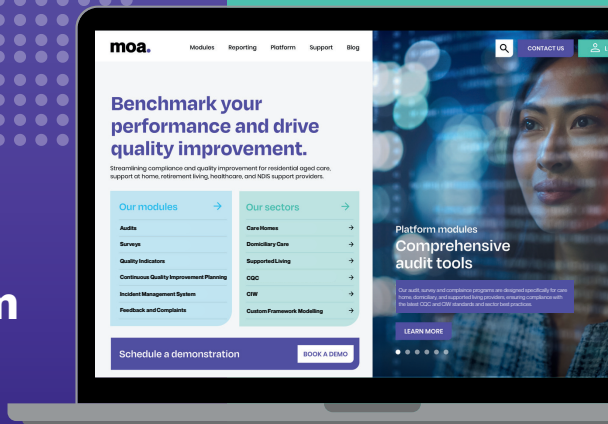


moa.

Your quality management platform for outstanding care.



One platform to self-assess compliance, manage feedback, report incidents, and action gaps using a digital Plan for Continuous Improvement (PCI) for Residential and Domiciliary providers—powered by **Azure AI** and built on an **ISO27001-certified platform**.

Our end to end process is simple.

1 Self-assessment
Complete audits, quality indicators, and surveys following your custom monthly schedule.

2 Reporting
View tailored reporting that identifies your risks and opportunities for improvement, and shows how you're performing against peers.

3 PCI
Push risks and opportunities for improvement flagged in reports through to action, or create your own from external sources.

Audits

Access expertly designed audits aligned with regulatory standards—or create your own to suit your service's specific needs.

Surveys

Gather feedback from staff, residents, care recipients, their representatives, and family members to understand experiences and identify areas for improvement.

Quality Indicators

Track key metrics and benchmark against peers to see whether your performance is on target or requires attention.

Incident Management System (IMS)

Log and manage incidents and accidents effectively to identify trends and reduce the risk of recurrence.

Feedback & Complaints

Collect feedback and complaints via email, web forms, and QR codes. Respond directly within the system using AI-assisted responses. Link feedback to incidents and PCI.

Risk Management

Record and manage enterprise and clinical risks end-to-end. Link your risk register to PCI, IMS, and reporting to support proactive decision-making.

Plan For Continuous Improvement (PCI)

Generate action plans from flagged issues found across all modules or bespoke needs. Assign tasks and deadlines, and track accountability across your team.

**Want more information?
Let's chat.**

 **0808 304 5109**

 **hello@moabenchmarking.co.uk**

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