

Better **connected** systems mean better care



Payroll and Invoicing



Care Circle Portal



Care Plans



Audit and Report



Medication and Tasks



Quality and Compliance



Rostering and Scheduling

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Pricing

Simple, transparent pricing - tailored to the size and needs of your agency.

Contract terms

Straightforward contracts with 12, 24 and 36 month terms available.

Crown
Commercial
Service
Supplier



"It has cut our processes down by 50%. With more time saved, we can take on extra packages and focus on person centred care."

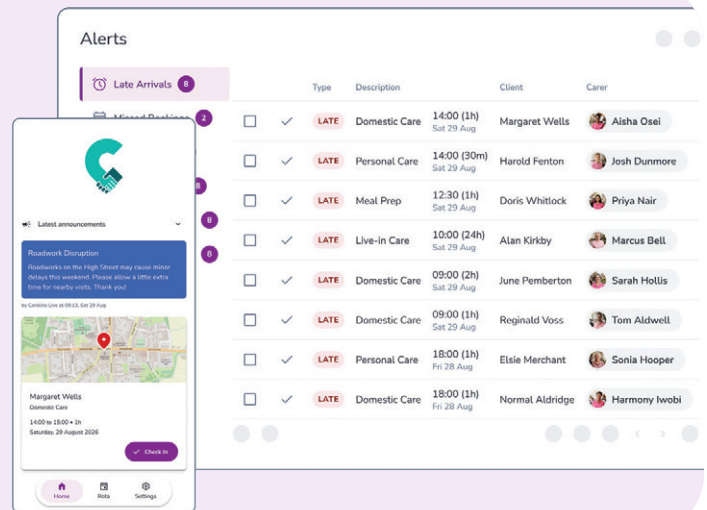


Alice Allen

Deputy Manager, North Shropshire Homecare

Delivering more time to care

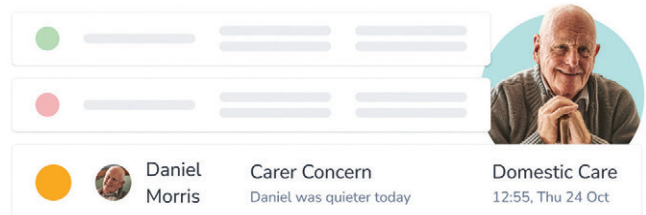
The home care management platform that helps providers roster smarter, cut admin and stay compliant - whatever your size.



Whether you're an owner focused on growth, a registered manager juggling rostering while building inspection readiness, an operations lead trying to reduce scheduling time or a finance manager spending too long on payroll, CareLineLive is built to take the weight off every part of your business. Providers come to us for five reasons:

- ✓ **Increase capacity without increasing headcount:** smarter rostering means taking on more packages without adding office staff, and more clients per coordinator
- ✓ **Cut scheduling and payroll time significantly:** automated rostering, call monitoring and payroll processing replace hours of manual admin every week
- ✓ **Reduce missed visits and medication errors:** real-time alerts and GPS-verified check-ins mean problems are caught before they escalate

- ✓ **Improve compliance and inspection readiness:** built-in tools help you evidence quality continuously, not just before an inspection
- ✓ **Connect everyone in one platform:** carers, managers, families and regulators all working from the same accurate, real-time picture

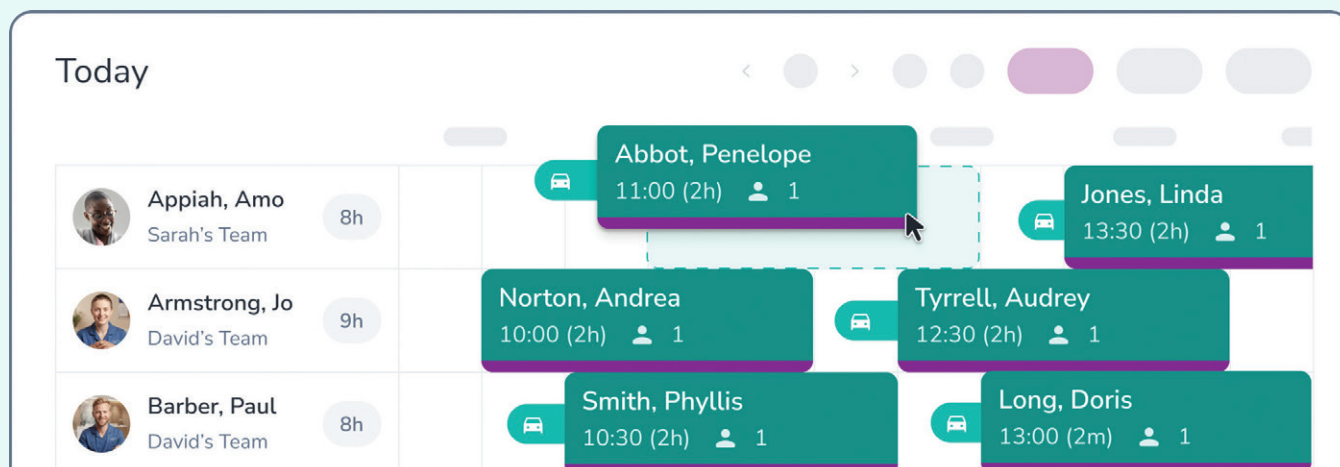


"CareLineLive has absolutely changed our company. We're more efficient, safer and continually evolving as new features are added. I wouldn't go back to where we were before."

Geraldine Raggatt
Director, Crescent Homecare

Management Platform

Cloud-based and quick to set up, with no expensive hardware required.



Our system is easy to use and will increase your efficiency, capacity, compliance and profits. CareLineLive can be used anywhere there's an internet connection, and meets Level 3 PRSB standards for Personalised Care and Support Plans and About Me.

- ✓ **Quick rostering:** drag-and-drop scheduling with instant push notifications when rotas change, plus fast updates to client details and care plans
- ✓ **Effortless reporting:** 30+ reports covering visit finances and carer utilisation, pinpointing improvements and evidencing performance for regulators like the CQC
- ✓ **Capacity planning:** instantly see whether a new care package can be accommodated, based on your carers' locations, rotas and skills
- ✓ **Real-time call monitoring:** QR code and GPS-based check-ins flag missed or late visits and improve lone worker safety
- ✓ **Invoicing and payroll:** call monitoring automates check-in and check-out times, enabling quick and accurate payroll reports and client invoicing
- ✓ **Keep family up to date:** 24/7 visibility of visit schedules, notes and medication via the Care Circle Portal, for real peace of mind

"With CareLineLive, we can instantly see if we have room for a new client or not. It takes seconds to assess capacity rather than manually calculating availability."



Katy Clayton-Turner
Founder, The Sussex Village Home Care Service



Book a
demo

Annotation: Left Thumb
Left hand



Description*

New rash visible on the palm side of client's thumb, covering the base and extending up to the joint. Area is irregular in shape, skin is bright red and swollen, looks sore. Client says the area is "constantly itchy" and started earlier today.

Optionally indicate where on the left thumb in more detail.

Select regions

✓ Add

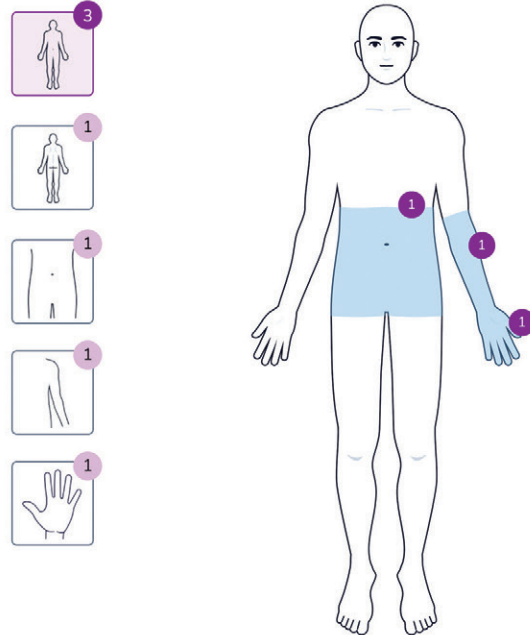
Smarter planning, safer records

More ways to plan ahead, document care visually and connect directly with a client's GP record.

Body Map

VIEW

Full Body (front)



Roster plans let you draft, tweak and validate schedules before publishing, ideal for the complexity of live-in care. Interactive body maps document conditions, injuries and topical medication sites, while GP Connect lets CQC-registered providers view a client's GP record, including medications, allergies and recent encounters, instantly.

- ✓ **Roster plans:** plan ahead with real-time validation, bulk updates and queued changes that only go live when you choose to apply them
- ✓ **Body maps:** interactive, visual recording of conditions, injuries and topical medication instructions for every client
- ✓ **GP Connect:** view a client's GP record saving hours otherwise spent waiting on the phone or for information by email

"Total game changer. GP Connect has been a massive time saver. No more chasing down GPs, no more chasing down pharmacies, no more chasing down families about clients' latest medication. We are saving two to three days a week thanks to GP Connect."



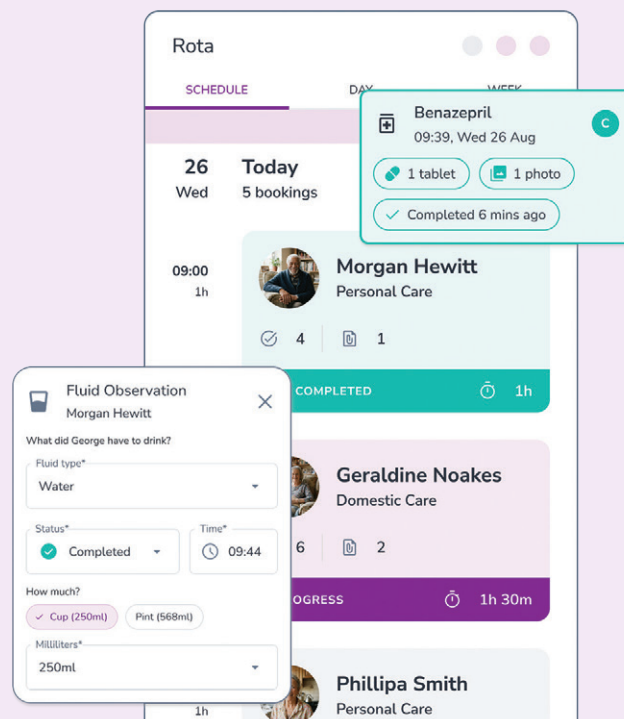
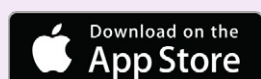
John Galpin
Director,
In Friendship Ltd



Find out more
about GP Connect

Carer Companion App and managed handsets

Real-time rotas, care plans and client details in carers' pockets, helping carers have more time to care.



With our Carer Companion App, carers are alerted to rota changes in real time and can easily access care plans, client details and tasks to complete, even without signal. QR codes and GPS location enable verifiable check-in and check-out, so office managers know the status of every visit as it happens.

- ✓ Real-time rota access
- ✓ Improved lone worker safety
- ✓ Verifiable check-in and check-out
- ✓ Task completion including eMAR
- ✓ Photo uploads
- ✓ Client information including care plans
- ✓ Carer notes and concerns
- ✓ Client observations
- ✓ Works offline

Choose fully managed, encrypted handsets with an all-inclusive network plan, or run the app on carers' own iOS/Android devices.

"They all say how easy it is to use. They find the GPS so helpful because if carers have not been to a place before, the app means it is very easy to find a client's house."

Emma Bree
Deputy Care Manager, CI Home Care

Carer tasks including eMAR

Every task and every client's medication accurately and consistently recorded.

2

12:30 - 13:00 Prepare lunch

M
T
W
T
F
S
S
Active

Medication	Time	19	20	21	22	23
		M	T	W	T	F
Chlorpromazine 50mg 1 x tablet taken 3 times a day	08:30 - 09:00 Morning	C	C	R	C	C
	12:30 - 13:00 Lunch	C	C	C	C	R
	16:30 - 17:00 Afternoon	C	C	C	C	C
Ear Drops 2 drops in each ear	12:30 - 13:00 Lunch	R	C	C	R	R
Epanutin 100mg 2 capsules	19:30 - 20:00 Evening	C	C	C	C	N
	08:30 - 09:00	M	C	C	C	C

Chlorpromazine 50mg
1 x tablet taken 3 times a day

Outcome **R** Refused

Carer **Caroline Live**

Date and Time **Fri 23 Sep @ 12:57**

Additional comments
Refused to take, even getting aggressive and upset

Our carer tasks, including eMAR, let agencies record a client's visit requirements quickly within the Management Platform. It reduces errors and allows continual monitoring, so managers can view medication given, tasks completed and be alerted the moment there's a concern, such as a missed dose.

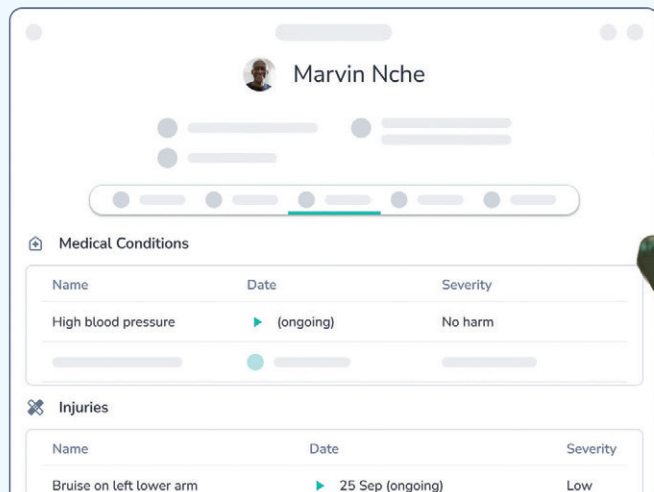
- ✓ Easy-to-use tasks including eMAR
- ✓ Printable eMAR charts
- ✓ Modifiable completion codes for when a task can't be completed as planned
- ✓ PRN (as needed) medication recorded and tracked alongside scheduled doses
- ✓ Alerts raised for missed or incomplete tasks

"CareLineLive's eMAR has removed any restrictions to a client's care as changes can be made immediately... it allows us to safely administer medicines and ensure our clients are not being put at risk."

Mirina Ndhlovu
A-Z Caring Services

Care Circle Portal

Real-time information sharing with family, loved ones and external stakeholders such as healthcare professionals.



Benefit from instantly sharing information with family and loved ones via our Care Circle Portal, and allow other stakeholders to be fully informed, reducing client queries and giving families genuine peace of mind about their loved one's care.

- ✓ **24/7 client information:** contact details, medical history, visit details, medication and observations, accessible any time
- ✓ **One-time emergency access:** temporary instant access for emergency services when it matters most, enabling effective treatment
- ✓ **Role-based permissions:** assign roles to different users so you control exactly who sees what client information
- ✓ **Fewer client queries:** family get continuity-of-care updates and communication without needing to call the office

"Day in and day out, we find CareLineLive invaluable for keeping our records accurate, our team connected, and our families in the loop. We are proud of the transparency, safety and peace of mind the system helps us bring to the families we care for."

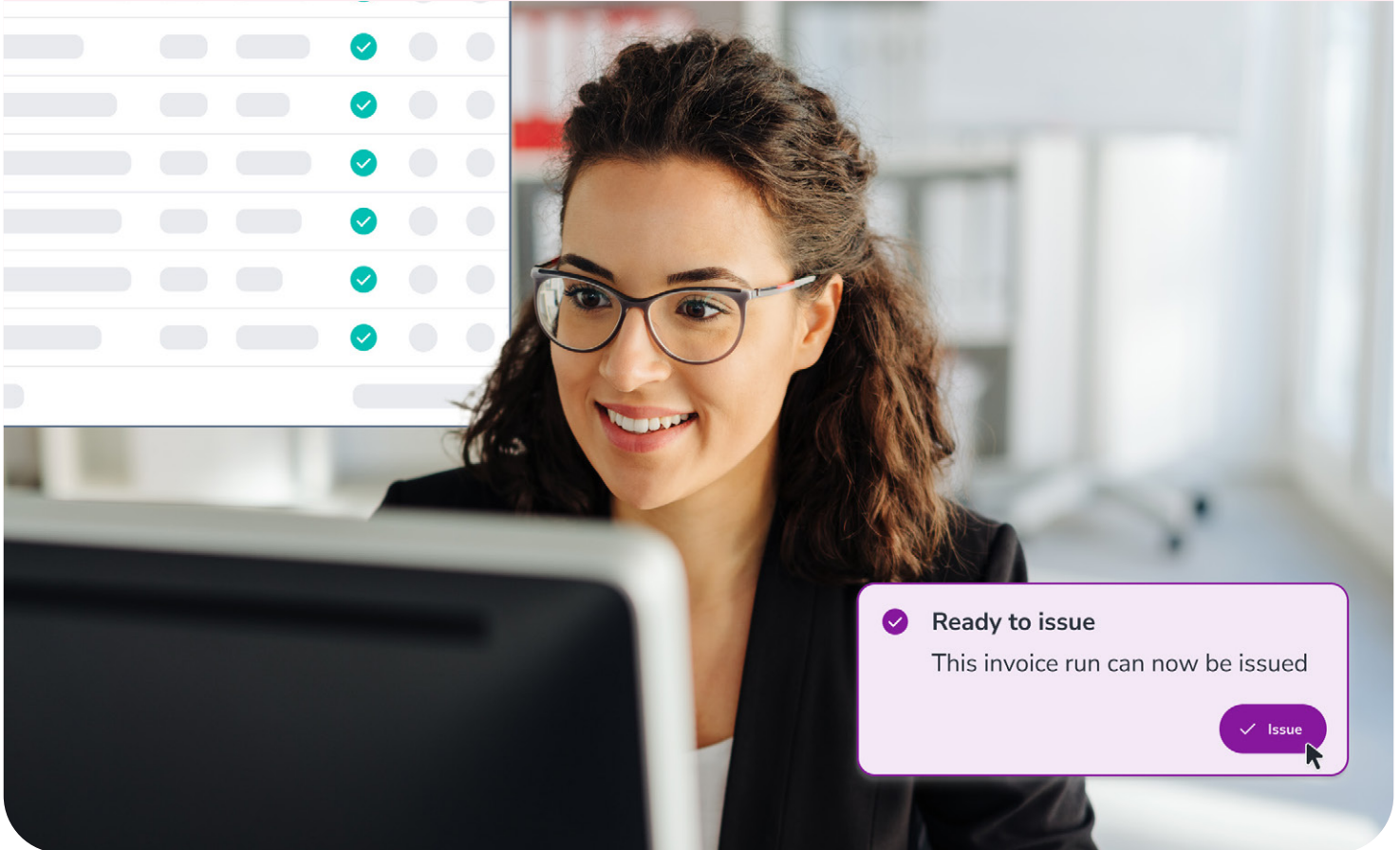


Alice Allen

Deputy Manager, North Shropshire Homecare

Invoicing and payroll

Automated carer time-sheet management and client invoicing, including travel-time and mileage payments.



CareLineLive lets you build sophisticated pay and billing contracts, covering non-social hours, fixed rates, travel time, mileage payments and holiday pay. Using this data and the time recorded for client visits, gross carer pay and client invoices can be generated in just a few clicks.

- ✓ Streamline payroll and invoicing
- ✓ Split billing for part private, part local authority funding
- ✓ Integrates with Sage, Xero, CM2000, ContrOCC and others

“Completing payroll and invoicing through CareLineLive is a large selling point... The larger the company, the larger the time and cost save.”



Ian Kibukamusoke

Director of Technology, Mega Nursing and Care

Care planning and ongoing care management

Comprehensive, person-centred client information, accessible to carers and managers wherever they are.

Regaining safe, independent mobility after hip surgery

Need, concern or problem

Goals and hopes

Goals and hopes*

To walk around the home without support or fear of falling, so they can get back to daily routines and regain confidence and independence

Importance

9

Status

Working on goal

Actions and activities

Complete short assisted walks (e.g. bedroom to kitchen) with a carer and stick, pain-free and without loss of balance, within the first 2 weeks

Walk the same distance using the stick alone, carer supervising rather than physically supporting, within 6 weeks



Understanding people's preferences, likes and needs makes sure your team is fully informed, enabling more personalised care. Managers can record assessments in the Management Portal using 20 ready-made templates, or build a bespoke template using our forms editor, informing decisions that affect care planning and resource allocation.

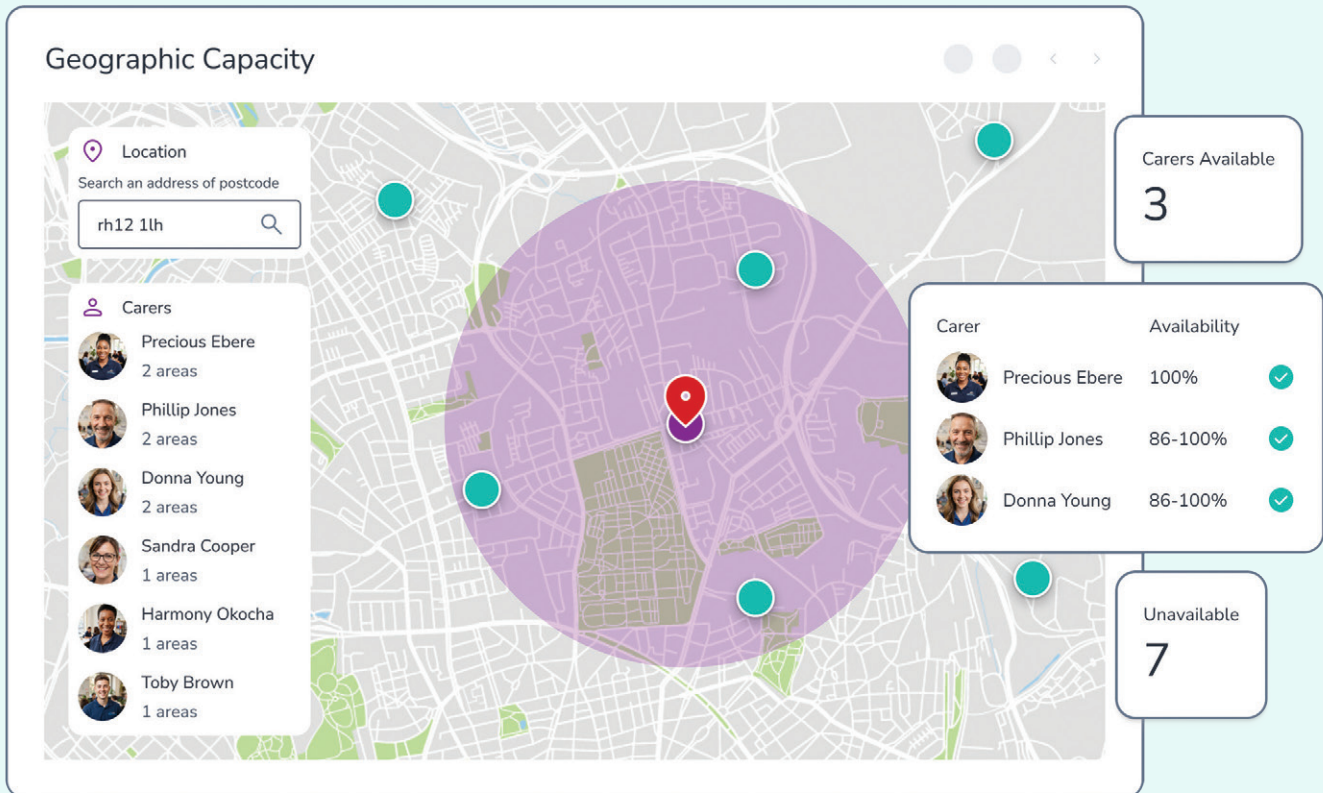
- ✓ **Client assessments:** 20 simple, pre-configured templates covering needs, conditions and food and drink preferences, or build your own
- ✓ **Observations:** track fluids, blood glucose, blood pressure, weight and more, visible to managers the moment they're recorded
- ✓ **Incident reporting and carer concerns:** flag, escalate and action incidents directly from the Carer Companion App or Management Platform

"It could take me two days to make a care plan previously. Now using CareLineLive I can complete them in a day, sometimes even half a day. It has halved the time I spend on creating care plans, which allows me to focus on making them more person-centred."

Maureen Gregory
Crescent Homecare

Capacity planning

Helps managers easily decide whether a new care package can be accommodated.



Using existing data within CareLineLive, our capacity planning assistant allows managers to confidently and quickly understand whether a new care package can be accommodated, given an agency's allocation of carers, considering their location, rotas and skills.

- ✓ Faster tender responses for new business
- ✓ Availability and annual leave checks
- ✓ Geofenced coverage checks by location
- ✓ Skills/training gap identification

"Recruitment has been difficult over the last few months but with the way CareLineLive is working it is constantly pinpointing carer availability and capacity, and that has helped us to be able to take on more work and service users."



Debra Robey
Director, Crescent Homecare

Management reports and regulatory compliance

A full suite of reports and compliance tools, ready for the new Single Assessment Framework.

Reports

Select which type of report

Attendance

Pick which team

All teams

Choose timeframe

Today

Today Yesterday This Week

Attendance
Today 6 carers • 1.8s View

Appiah, Amo

Date	Booked	Visited	Booked Hours	Actual Hours	Booked	Attended	Attendance
28-08	2	1	8	4	0	0	50%
	2	1	8	4	0	0	50%

Brookes, Deirdre

Date	Booked	Visited	Booked Hours	Actual Hours	Booked	Attended	Attendance
28-08	1	1	6	6	0	0	100%
	1	1	6	6	0	0	100%

View report

Create and customise your own forms for audits, risk assessments and care plans. Real-time reports with filters provide valuable data and insights, helping you predict and avoid issues, evidence compliance, and make important business efficiencies and improvements.

- ✓ **Auditing:** the trail of rostering changes is fully documented and eMAR charts allow easy auditing of medication administration
- ✓ **Document storage:** held against clients and carers, with the option to make records viewable in the Carer Companion App
- ✓ **Digital forms and e-signatures:** minimise paper records and send documents for e-signature to carers, clients and stakeholders
- ✓ **Visit verification:** full visibility of check-in/check-out times, task completion and care provisioning notes
- ✓ **Carer/client reviews:** schedule reviews and spot checks to improve compliance and performance standards
- ✓ **Contingency planning:** react quickly when the unexpected happens, improving risk management

“We had our first CQC inspection and there were areas that were identified as requiring improvement. CareLineLive helped us improve the areas that the CQC regulator had identified.”



Lynette Simpson

Owner and Registered Manager, Cavendish Homecare

MOA: Compliance and benchmarking, built in

One platform for running your service, one platform for improving it - now included together. CareLineLive is the only home care management software with a dedicated compliance and benchmarking tool built into the subscription.



CareLineLive handles operations - rostering, scheduling, visit monitoring, payroll. MOA provides the compliance intelligence surfacing what's working, identifying gaps and what needs to change to stay ahead of your regulator. The platforms work together, sharing data automatically so that the work your team does every day feeds directly into your quality and compliance picture.

MOA's auditing and compliance tools provide a comprehensive, end-to-end solution for self-assessment, continuous quality improvement and inspection readiness, helping domiciliary care providers maintain and improve their CQC and Care Inspectorate Wales ratings from within the same platform they use every day.

- ✓ **One connected platform:** giving registered managers complete operational and regulatory visibility
- ✓ **Review, respond and drive improvement:** MOA's reporting and analysis tools turn incident data into patterns, priorities and evidence, giving you the insight to act, not just record
- ✓ **Expert-maintained content:** continuously updated by an in-house team of academics, clinicians and social care specialists, never static templates
- ✓ **Fully customisable:** tailored audit programmes per provider with organisation-wide reporting for multi-site groups

"MOA's continuous improvement module has transformed how we approach governance at Kirklands Care. Instead of being reactive, we have a structured, forward-looking approach to quality improvement."

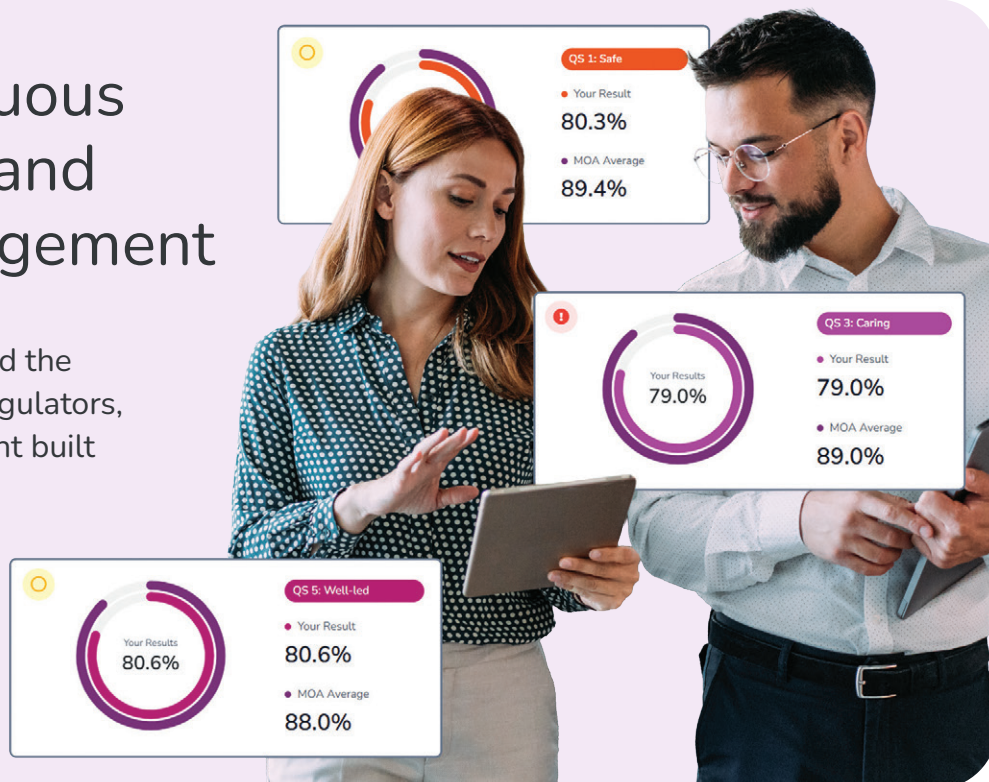
Michelle Caisley
Operations Manager, Kirklands Care



Book a
demo

Audits, continuous improvement and incident management

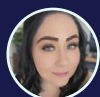
Self-assessment built around the standards required by UK regulators, with continuous improvement built in as standard.



MOA's compliance module provides a structured programme of self-assessments aligned to regulatory standards. Each audit examines quality of care through four lenses - policies, management readiness, staff interviews and staff practice - to build a complete picture, not just a paper trail.

- ✓ **Reporting and benchmarking:** instant PDF/Excel reports, web benchmarking with a leaderboard view, and DASH - 12 months of compliance data with drill-down
- ✓ **Incident management:** incidents are captured, tracked and responded to in real time, integrated directly into compliance processes
- ✓ **Plan for Continuous Improvement (PCI):** turn audit findings into a live plan - assign owners, track deadlines and generate inspection-ready reports, with AI-powered suggestions
- ✓ **Surveys and feedback:** NPS-backed surveys and structured complaints handling feed straight into your improvement plan

"The reports do the analysis for you. That's the biggest win. Instead of spending time working out what the findings are, you can spend that time actually acting on them."



Katie Latham
Quality Improvement Manager, Choices Homecare

Get real results with MOA

How MOA helped Kirklands Care and Choices Homecare and turn compliance into a strength



Kirklands Care

- ✓ Moved from Requires Improvement to Good, with MOA referenced positively in the CQC inspection report
- ✓ Continuous Improvement Plan flags risks early, shifting governance from reactive to proactive
- ✓ Audits assess staff knowledge and practice, not just paperwork, with evidence attached directly to each question
- ✓ Every action taken after an audit is tracked in one place, from issue to close-out

Choices Homecare

- ✓ 14 domiciliary care services across the North West and Yorkshire, all rated Good by the CQC
- ✓ Compliance workload cut in half
- ✓ Manual audit analysis replaced by automated benchmarking reports
- ✓ Audit findings turned directly into structured action plans

“MOA has played a key role in our journey from Requires Improvement to Good. During our most recent CQC inspection, MOA was even referenced positively in the report.”

Michelle Caisley
Operations Manager, Kirklands Care

What's included and how to get started

MOA is included with your CareLineLive subscription. Here are the MOA modules you will be able to access.

✓ Audits

✓ Secure

✓ Benchmarking

✓ Surveys

✓ AI

✓ Feedback

Core MOA modules - Audits, Quality Indicators, Surveys and CQI Planning - are included in your CareLineLive subscription at no extra cost. From implementation through to day-to-day use, you're supported by a UK-based team that understands adult social care.

- ✓ **CQC and CIW aligned audits:** expert-reviewed and continuously updated, always current, never static
- ✓ **Industry benchmarking:** leaderboard view against similar providers, powered by statistically robust algorithms
- ✓ **DASH compliance reporting:** 12 months of standards-level data, with drill-down into individual requirements
- ✓ **PCI continuous improvement:** AI-powered activity suggestions and custom-branded inspection reports
- ✓ **Surveys and consumer experience:** email, SMS or print, feeding directly into improvement planning
- ✓ **Accident and incident reporting:** real-time capture and analysis, integrated with CareLineLive data
- ✓ **Feedback and complaints:** structured, confidential handling with full audit trail for CQC evidence
- ✓ **Scalable and secure:** no user limits and ISO 27001 certified security throughout

"No matter the size of your service, governance and safety are critical. MOA gives you what you need without having to manually find it all yourself."

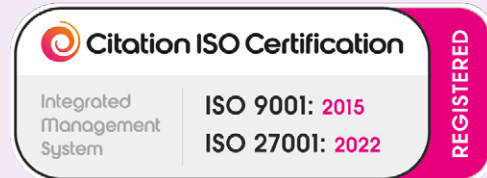


Katie Latham

Quality Improvement Manager, Choices Homecare

Enterprise-grade security and scalability

Robust security and back-ups so online availability is never a headache for you.



With cyber attacks becoming more sophisticated and prevalent, you need a software solution with robust cyber security and effective disaster recovery at its heart. Your data stays safe in the cloud with point-in-time back-ups every five minutes and nightly snapshots retained for 35 days.

- ✓ ISO 9001 and 27001 certified
- ✓ NHS Data Security Protection Toolkit compliant
- ✓ Cyber Essentials Plus certified
- ✓ Regular independent penetration testing
- ✓ NHS England assured supplier



Built to scale with your business

Multi-branch management, granular permissions, API integrations and enterprise reporting mean CareLineLive works as hard for a 400-carer provider as it does for a team of 20. Implementation at scale is supported by a dedicated onboarding team, not a help article.

“Cyber threats aren't slowing down, so we don't just say we're secure, we prove it. Every year we put ourselves through penetration testing, vulnerability and supply chain scanning, and we're independently certified to ISO 27001 and Cyber Essentials Plus.”



Dec Norton

Head of Engineering, CareLineLive



Onboarding and on-going support



Implementation is often the biggest concern when switching software. We've built our onboarding process specifically to remove that risk.

At CareLineLive, not only do we place great importance on what we deliver, but how we deliver it. Our team have many years of expertise within the home care sector and understand the challenges home care agencies face. We ensure a stress-free onboarding process during which our expert staff will train you and demonstrate you how to fully benefit from CareLineLive.

- ✓ **Structured onboarding:** your journey starts with your first two onboarding sessions with our support team, followed by the third session once live
- ✓ **Data import:** your existing client and carer records, imported by our team accurately and securely
- ✓ **Training:** hands-on, tailored training for your managers, coordinators and office staff before go-live, plus a training video for them to share with their carers
- ✓ **Support that's always there:** our support team is just a call or email away whenever you need a hand, so you're never on your own as your service grows. We also offer regular free online Masterclasses on specific topics to help you make the most of CareLineLive

Personal, human support to help you become superusers, from day one.

Once you're live, our friendly team are quick to respond by phone, email or help messenger tool.

- ✓ 97% of support tickets rated "good" or "excellent"
- ✓ 90%+ of support calls answered within 20 seconds
- ✓ 24/7 library of support articles
- ✓ Upcoming CareLineLive Academy

"CareLineLive has been superb in onboarding us. They are approachable and we've found it easy to use their telephone and email support channels."



David Johnson
My HomeCare Franchise Group

Connected care all in one subscription

One subscription, built to save you time and grow with you as you scale.

Running a growing care service means more to manage: more staff, more compliance, more admin. CareLineLive brings it all into one subscription, so growth doesn't mean added headaches, but saves you time to focus on better care.

Rostering and Care Management

- ✓ Real-time drag and drop rostering
- ✓ Capacity planning tools
- ✓ Carer leave and availability checks
- ✓ Batch booking generation
- ✓ Call monitoring and lone-worker safety
- ✓ Skills gap identification
- ✓ Travel time estimates
- ✓ Visit verification
- ✓ Training matrix

MOA

- ✓ Benchmark your compliance against the sector
- ✓ Surveys and feedback
- ✓ Turn every audit into clear, trackable action plan
- ✓ Expert reviewed CQC and CIW aligned audits

Carer Tasks and eMAR

- ✓ Interactive eMAR
- ✓ Medication auditing
- ✓ Full task management
- ✓ Alerts for missed and incomplete tasks
- ✓ Verifiable check-in and check-out (via QR code and GPS)
- ✓ Carer notes and concerns
- ✓ Works offline

Payroll and Invoicing

- ✓ Advanced client and carer contract configuration
- ✓ Automated time sheet management, mileage, holiday pay and travel time
- ✓ Integrates with Sage, Xero, CM2000 and ContrOCC

Care Planning, Client Safety and Reporting

- ✓ Care planning and assessments
- ✓ Incident reporting
- ✓ Body maps
- ✓ Observations
- ✓ GP Connect integration
- ✓ Carer concerns actioned in real-time
- ✓ Audits
- ✓ Reporting

Care Circle Portal

- ✓ 24/7 access for families, friends and relevant stakeholders
- ✓ One-time Emergency Service access
- ✓ Role based permissions

For the complete list of features, visit carelinelive.com or get in touch to book a demo with a member of our team



CareLineLive **completes** the circle of care

Would you like to streamline and digitise your processes, improve productivity and provide better care? We'd love to show you how CareLineLive can help your home care business to:

- ✓ Improve efficiency, capacity and compliance
- ✓ Keep family and key stakeholders informed
- ✓ Ensure easy rostering, payroll and invoicing
- ✓ Build inspection-readiness into daily operations with MOA
- ✓ Enable truly person-centred and responsive care
- ✓ Receive expert support as you onboard and grow with us



"CareLineLive is a crucial part of how we deliver safe, connected care. Day in and day out, their software is invaluable for keeping our records accurate, our team connected and our families in the loop. We firmly believe CareLineLive is the best system out there to support our mission"



Alice Allen
North Shropshire Homecare