



FelixxCare

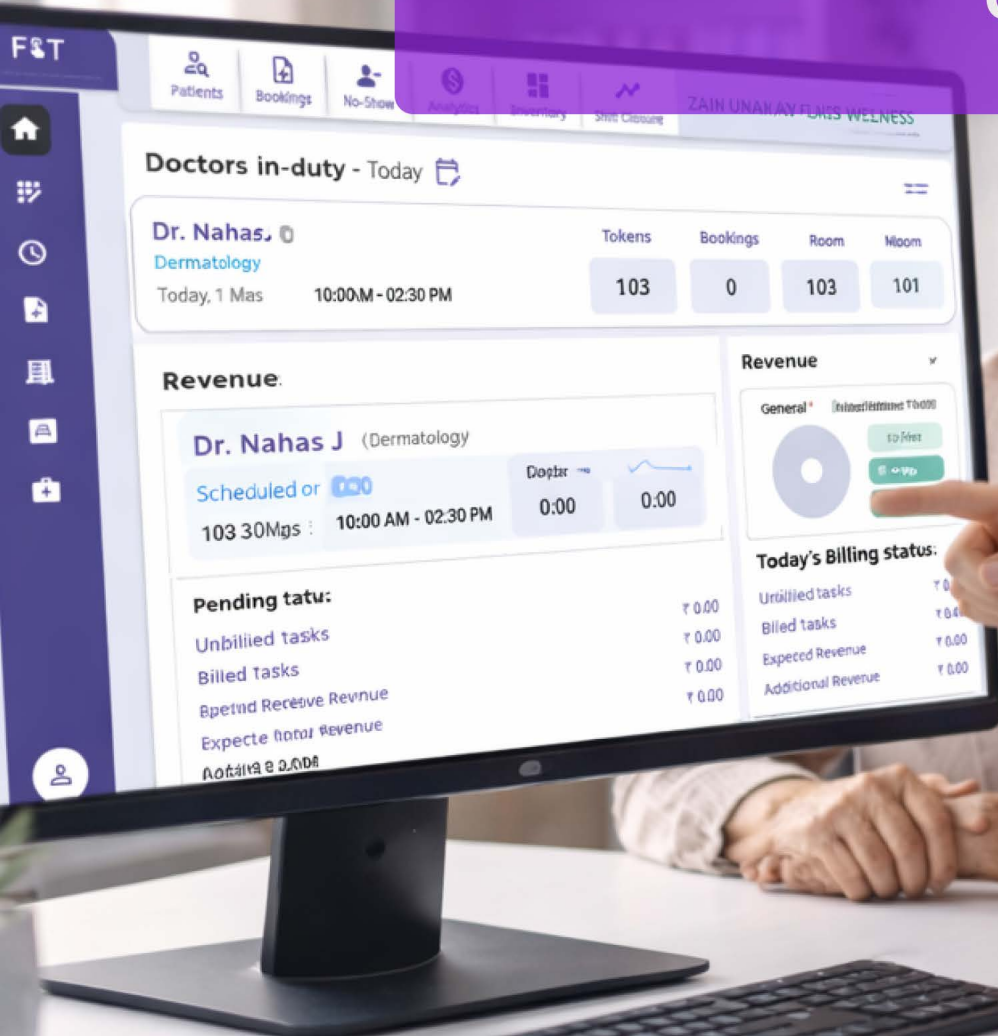
Digitizing Senior Care Homes in the UK

Modern Care Home Management Made Digital

FelixxCare is a comprehensive digital solution designed specifically for UK senior care homes. Streamline operations, ensure CQC compliance, and deliver exceptional care with our all-in-one platform.

About Us

FelixaCare is an AI-powered digital platform designed specifically for care homes to streamline operations, improve compliance with the Care Quality Commission (CQC), and enhance resident care. It centralizes key functions like Residents management, Menu planning, Medication management, incident reporting, staff management, rostering, and care packages into one secure cloud-based system, helping care teams reduce administrative workload and focus more on delivering quality care.



AI-Powered Care Management & Reporting



AI Incident Document

Natural language processing auto-generates structured incident reports from free-text entries, ensuring CQC Regulation 18 compliance with minimal manual effort.



AI Drug Interaction Analysis

Real-time AI screening cross-references resident medications against known interaction databases, flagging contraindications and generating pharmacist-ready reports.



Smart Rostering & Agency Connect

AI-driven scheduling matches staff skills to resident dependency levels, automatically identifies coverage gaps and connects to agency pools for instant fill.



AI Falls Pattern Analysis

Machine learning analyses historical fall data to identify risk patterns by time, location and resident profile — enabling proactive prevention strategies.



Clinical Dependency Tracking

Continuous AI assessment of resident acuity scores calculates real-time staffing ratios, supporting CQC evidence requirements and safe-staffing benchmarks



AI Care Note Summaries

Natural language processing auto-generates structured incident reports from free-text entries, ensuring CQC Regulation 18 compliance with minimal manual effort.

Comprehensive Features

AI Incident Reporting

AI-enabled incident reporting & documentation with CQC Regulation 18 compliance

Resident Management

Complete care plans & profiles

Care Packages

Real-time billing & compliance

AI Medication Management

AI-powered drug interaction reports, MAR charts & smart medication reviews

Meals & Nutrition

Menu planning & dietary tracking

Kitchen Management

Recipes & allergen tracking

Smart Rostering

AI-driven scheduling with agency connection & patient dependency integration

Time Tracking

Automated wage processing

Wage Management

Salaries & payment reports

Training Management

Certification tracking

Visitor Management

Registration & approval workflow

Volunteer Management

DBS tracking & scheduling

Room Management

Floor plans & allocation

Handover Logs

Shift handovers & disputes

Access Control

Role-based permissions

Audit Management

Interactive checklists

Analytics Dashboard

Analytics Dashboard

AI Falls Analysis

AI-powered pattern identification, risk prediction & prevention insights

Dependency Tracking

Clinical dependency assessments with live staffing requirements for CQC compliance

Organization Chart

Staff hierarchy visualization

3×

Faster Incident Documentation

AI auto-generates structured reports

40%

Reduction in falls

Predictive pattern analysis

85%

Drug interaction caught early

Real time AI screening

60%

Less time on rostering

Smart scheduling & agency connect

Intelligent Care Planning & Effectiveness Analysis

FelixaCare brings together medication management, nutrition planning and room services into a unified, intelligent care framework — then measures how effectively care is delivered across every touchpoint.

Intelligent Care Planning

Medication Plans & MAR Charts

Individual medication plans with a digital 30-day MAR chart featuring medicine-specific tabs, high-risk filtering and pattern detection for missed doses. Supports Digital Draw, Digital Typed, Verbal Order and Wet Ink signing methods with full prescription details including quantity, units and total supply.

Personalised Meal Planning

Resident-level meal plans tailored to dietary requirements, allergies, texture modifications and cultural preferences. Menu planners cross-reference allergen databases to flag conflicts before meals reach the kitchen, with recipe management and nutritional tracking built in.

Room Services & Accommodation

Smart room allocation using visual floor plans, matching residents to appropriate rooms based on mobility, dependency level and clinical needs. Tracks room features, equipment requirements and environmental adaptations as part of the holistic care plan.

Prescriptions Directory

Centralised cross-resident prescriptions oversight with filters for prescriber, medication type and date. Summary cards highlight high-risk and expiring medications, while a structured review workflow manages dosage changes and discontinuations with validation summaries.

Care Effectiveness Analysis

Meal Distribution Tracking

Monitor meal service completion rates across wards with intake recording per resident. Track dietary compliance, identify residents with declining appetite, and generate kitchen reports showing meals served vs planned with allergen-safe substitution logs.

Medicine Administration Monitoring

Track administration outcomes — Given, Refused, Withheld, Not in Stock — with signature logs and timestamp verification. AI detects patterns in missed doses, low compliance and refusals, flagging residents needing medication review with full history drill-downs.

Clinical Outcome Dashboards

Interactive charts showing medication compliance rates, meal intake trends, weight changes and clinical observation patterns. Role-specific views for Clinical Leads, Managers and Super Admins enable targeted intervention where care effectiveness drops.

Proactive Intervention Alerts

AI-driven alerts when effectiveness metrics fall below thresholds — repeated meal refusals, declining medication compliance, or missed nutrition targets. Enables proactive care plan adjustments before outcomes deteriorate.

Medication Review Workflows

Structured review processes for dosage and frequency changes, discontinuations and new prescriptions. Validation summaries ensure clinical accuracy while maintaining a complete audit trail for CQC inspections.

Unified Care Delivery — Plan, Deliver, Measure

Plan

Medication, meals & room services tailored per resident

Deliver

Digital MAR rounds, meal service & accommodation management

Monitor

Real-time compliance dashboards & administration tracking

Improve

AI alerts, review workflows & outcome-driven adjustments

Falls & Incident Management

A complete lifecycle approach to incident management — from AI-powered voice reporting through investigation, action planning, analytics and prevention strategy tracking — all built for CQC compliance.

AI-Driven Incident Reporting

Carers simply speak to FelixCare to document incidents — no typing required. The AI listens, understands clinical context, and automatically converts spoken descriptions into structured, CQC-compliant incident reports following Regulation 18 standards.

- ✔ Voice-to-text incident capture — hands-free reporting at the point of care
- ✔ AI auto-classifies incident type, severity and notifiable event triggers
- ✔ Generates structured CQC Regulation 18 notifications ready for submission
- ✔ Captures time, location, witnesses and immediate actions taken automatically

Full Documentation & Timeline

Every incident is documented with comprehensive detail — resident involvement, staff on duty, environmental factors and body map annotations. A chronological timeline maps the entire lifecycle from initial report through investigation to closure.

- ✔ Detailed incident records with resident, location and staff assignment
- ✔ Chronological event timeline tracking every update, note and status change
- ✔ Investigation notes with evidence uploads — photos, statements, documents
- ✔ CQC notification tracking with sent/acknowledged timestamps

Action Planning & Tracking

Every incident generates actionable follow-ups assigned to specific staff with deadlines. Managers track completion across Clinical, Manager and Super Admin dashboards — ensuring no action falls through the cracks.

- ✔ Create action items with assigned owners, due dates and priority levels
- ✔ Track action status — pending, in progress, completed, overdue
- ✔ Role-specific dashboards showing action plans across all open incidents
- ✔ Automated reminders for overdue actions with escalation to managers

Falls Analysis Dashboard

A dedicated analytics dashboard visualises fall patterns across your care home — by time of day, location, contributing factors and resident risk profile. Identify hotspots and trends to drive evidence-based prevention.

- ✔ Sortable resident fall table with assigned nurse and fall frequency
- ✔ Falls by time-of-day and location heatmaps revealing high-risk periods
- ✔ Contributing factor analysis — medication, mobility, environment, cognition
- ✔ Trend graphs showing fall rates over time with intervention markers

Prevention Planning & Effectiveness Tracking

Go beyond reactive reporting. FelixxCare enables proactive falls prevention with a dedicated strategy module — document environmental, clinical, equipment and training interventions, track their real-world effectiveness with before/after fall counts, and receive AI-powered strategy recommendations during incident logging based on incident type, location and resident risk factors.

- ✔ Document strategies across 5 categories — environmental, clinical, training, equipment, medication
- ✔ AI recommends relevant prevention strategies during new incident reporting
- ✔ Strategy effectiveness rated as High, Medium or Low based on measured outcomes
- ✔ Track 'Falls Before' vs 'Falls After' to calculate reduction percentages
- ✔ Drill-down navigation from Falls Analysis dashboard to specific strategy details
- ✔ Review dates, cost tracking and implementation status for each strategy

Incident Lifecycle — End to End

Report

AI voice capture & auto-classification

Document

Full details, timeline & evidence

Investigate

Root cause analysis & CQC notification

Act

Action plans, owners & deadlines

Prevent

Strategy planning & effectiveness tracking

CQC Compliance & Audit Readiness

Digitisation is no longer optional — CQC expects care homes to demonstrate robust, evidence-based governance. FelixxCare embeds compliance into every workflow so you're always inspection-ready.

How Digitisation Drives CQC Compliance.

Real time evidence

Every care note, incident report and medication round is timestamped and immutable — giving inspectors instant access to a verifiable audit trail.

Regulation 18 Notifications

AI-powered incident reporting automatically flags notifiable events and generates CQC-ready submissions, reducing the risk of missed statutory notifications.

Consistent Care Planning

Standardised digital care plans ensure every resident has up-to-date, person-centred documentation aligned with CQC's Safe, Effective, Caring, Responsive and Well-led framework.

Medication Safety

Electronic MAR charts with AI drug interaction screening demonstrate robust medication governance — a key CQC inspection focus area.

FelixxCare Audit Readiness Toolkit.

One-Click Audit Packs

Generate comprehensive evidence packs covering all 5 CQC key questions — ready to share with inspectors in minutes, not days.

Compliance Dashboards

Live compliance scores across Safe, Effective, Caring, Responsive and Well-led domains with traffic-light indicators highlighting areas needing attention.

Proactive Risk Alerts

AI continuously monitors care data for compliance gaps — missed assessments, overdue reviews, staffing shortfalls — and alerts managers before they become issues.

Training Compliance Tracking

Automated certification expiry alerts and renewal scheduling ensure mandatory training is never missed — a common CQC inspection shortfall.

Access Control & Data Governance

Role-based permissions and full GDPR compliance demonstrate the robust information governance CQC expects under the Well-led framework.

Mapped to CQC's 5 Key Questions

Safe

Incidents, medications, falls prevention, staffing levels

Effective

Care plans, dependency assessments, clinical outcomes

Caring

Person-centred notes, meal preferences, dignity records

Responsive

Admissions, discharges, visitor management, complaints

Well-led

Admissions, discharges, visitor management, complaints

Comprehensive Allergy Management

FelixaCare provides end-to-end allergy protection — from documentation to real-time alerts across meals, medication and kitchen operations — ensuring resident safety at every touchpoint.

1



Food Allergy Documentation

Record and manage food allergies, intolerances and dietary restrictions during admission. Linked to each resident's profile with severity levels, reaction history and confirmed allergen lists.

2



Medicine Allergy Documentation

Capture drug allergies with reaction types (anaphylaxis, rash, GI upset). Cross-referenced during every prescription and medication round via AI interaction screening.

4



Kitchen Allergy Alerts

Kitchen staff see real-time allergen dashboards per meal service. Each resident's tray is flagged with allergy badges, and preparation lists highlight substitutions required.

3



Daily Menu Preparation Alerts

When staff plan daily meals, the system flags any menu item containing allergens relevant to current residents— preventing unsafe meals before they reach the kitchen.

5



Medication Round Alerts

During every medication round, nurses receive allergy warnings before administration. AI cross-checks prescribed drugs against documented allergies and flags contraindications instantly



Zero-Tolerance Allergen Protection

Every meal & medication checked against resident allergies



Real-Time Conflict Warnings

Instant alerts when allergens are detected in selections



Safe Alternatives Suggested

System recommends allergen-free meal and medication options



Full CQC Audit Trail

Every allergy check logged with timestamps and staff signatures

Manual vs Digital Care Home Management

See how digitisation with FelixxCare eliminates inefficiencies, reduces risk and keeps you CQC-ready at all times.

Area	✗ Manual / Paper-Based	✓ Digital with FelixxCare
Incident Reporting	Handwritten forms, delayed submissions, risk of missing CQC Regulation 18 deadlines	AI auto-generates structured reports in real-time with instant CQC notification — 3× faster
Care Plans	Paper files stored in folders, difficult to update, inconsistent across staff	Centralised digital care plans updated in real-time, accessible on any device
Medication Rounds	Paper MAR charts prone to errors, no interaction checking, manual stock counts	Electronic MAR with AI drug interaction screening and automated stock alerts
Staff Rostering	Spreadsheets or whiteboards, hours spent on shift planning, no conflict detection	AI-driven scheduling with dependency matching, agency connect & conflict alerts — 60% less time
Audit Preparation	Days of gathering paperwork, photocopying files, assembling evidence folders	One-click audit packs covering all 5 CQC key questions, ready in minutes
Falls Prevention	Reactive approach, manual log review, patterns easily missed	AI pattern analysis identifies risks by time, location & resident — 40% fall reduction
Training Compliance	Spreadsheet tracking, expired certificates discovered during inspections	Automated expiry alerts, renewal scheduling, real-time compliance dashboard
Billing & Invoicing	Manual calculations, delayed invoices, reconciliation errors	Automated billing linked to care packages with real-time financial reporting
Handovers	Verbal or notebook handovers, information lost between shifts	Digital handover logs with acknowledgements, disputes & email summaries
CQC Evidence	Scattered across files, hard to locate under inspection pressure	Timestamped, immutable digital trail — searchable and exportable instantly



Save 15+ hours/week
on admin & compliance tasks



Always CQC-ready
with real-time evidence trails



Better outcomes
through data-driven care decisions

Trusted by Care Homes Across the Globe

"FelixxCare has transformed how we manage our facilities. This platform helped us to digitise the day to day activities and regular operations. We are able to focus on the business and revenue generation."

-Marcela M

"FelixxCare helped me turn my dream of fully digitizing our healthcare facility operations into reality. The platform made it easy to streamline day-to-day workflows and seamlessly integrate multiple units, giving us clearer visibility and stronger control over how we monitor and manage care across the organization."

-Dr.Alberto Arguello Villalobos

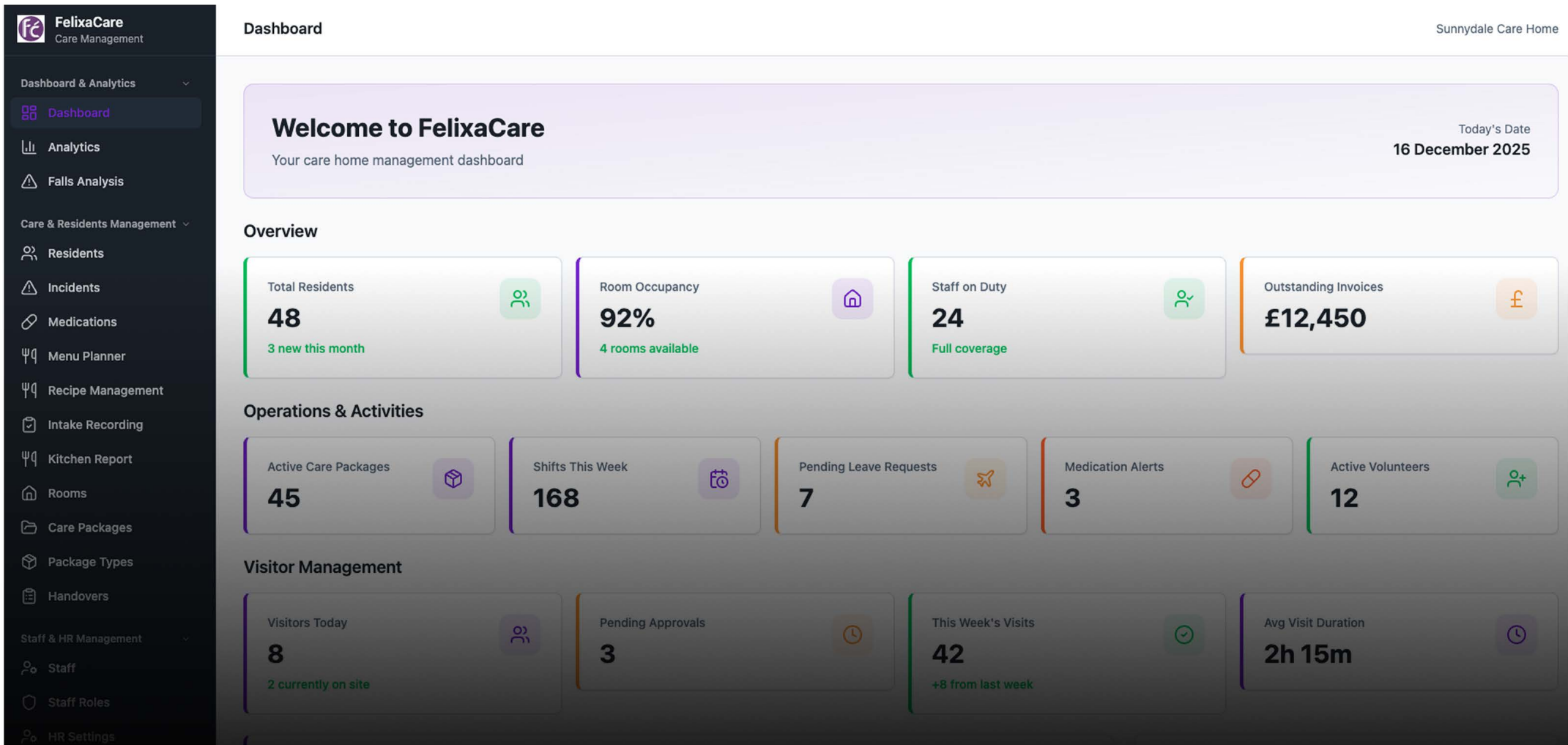
Why choose FelixxCare?

- ✓ Designed specifically for UK care homes
- ✓ Full CQC compliance built-in
- ✓ Real-time reporting and analytics
- ✓ Secure cloud-based platform
- ✓ 24/7 technical support
- ✓ GDPR compliant data handling
- ✓ Multi-site management capability
- ✓ Mobile-friendly interface

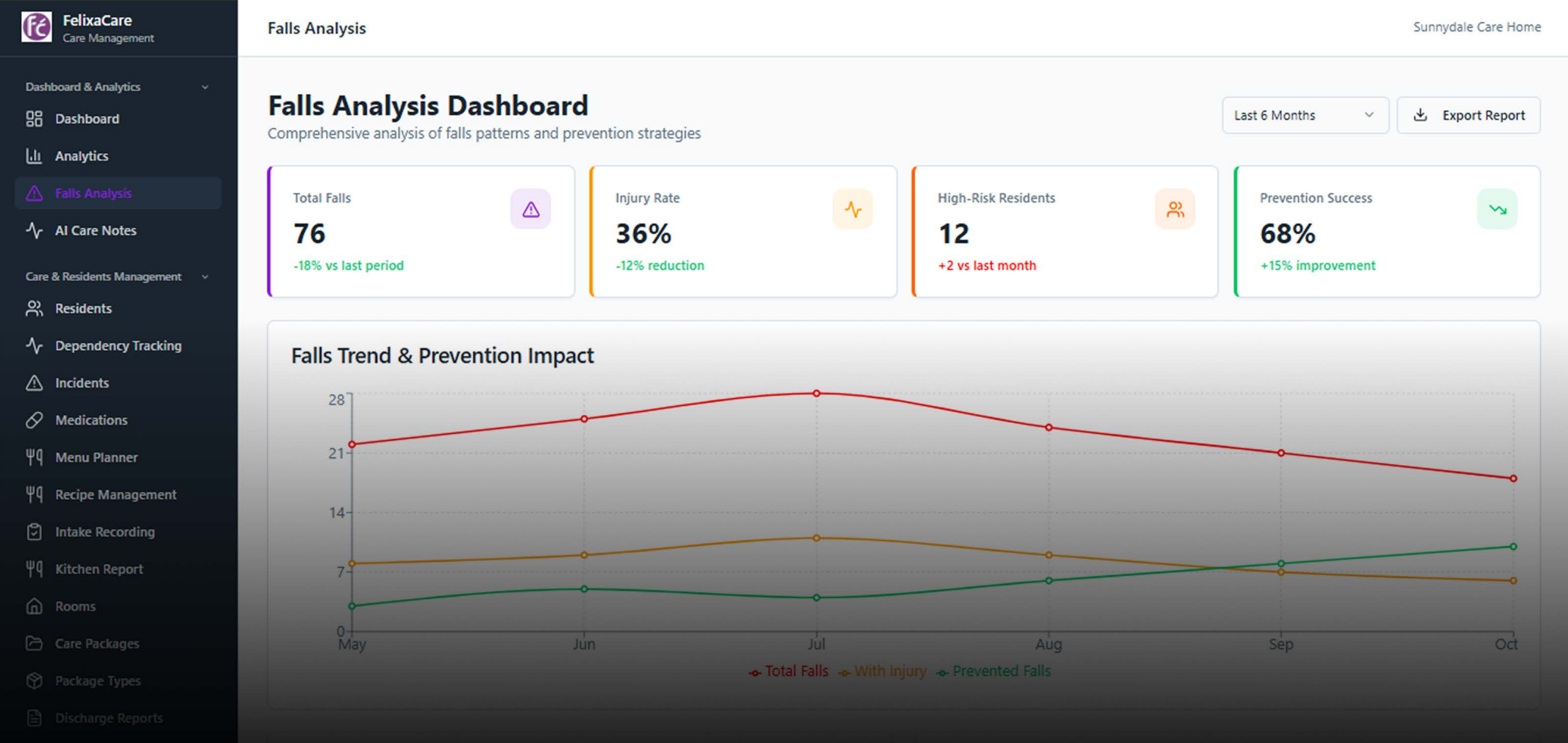
Platform Overview

Dashboard overview

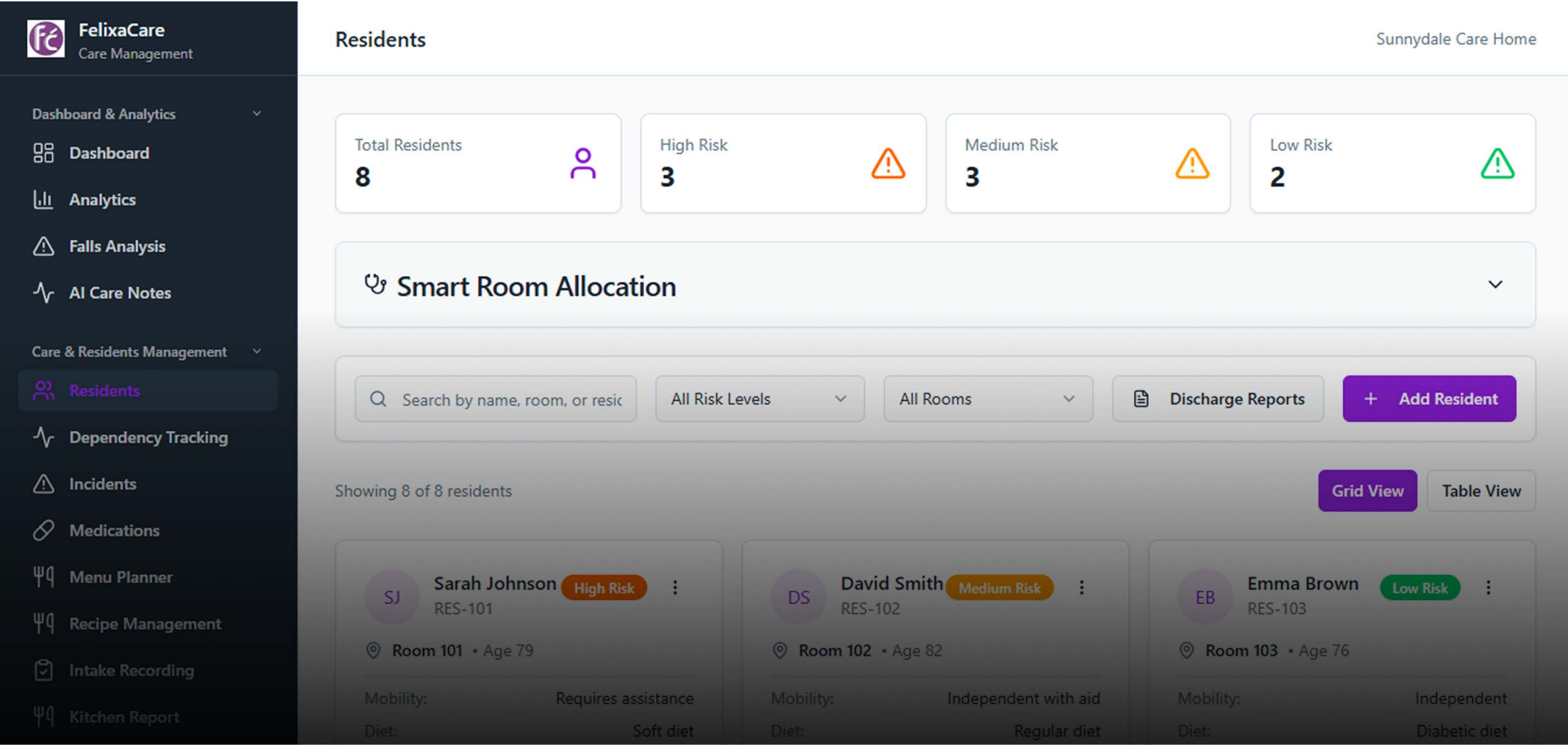
Complete care home management at a glance with real-time KPIs



Comprehensive analysis of falls patterns and prevention strategies



Manage resident profiles, care plans, and health records in one place.



View and manage incident reports



FelixiaCare

Care Management

Incidents

Sunnydale Care Home

Dashboard & Analytics

Dashboard

Analytics

Falls Analysis

AI Care Notes

Care & Residents Management

Residents

Dependency Tracking

Incidents

Medications

Menu Planner

Recipe Management

Intake Recording

Kitchen Report

Incidents

View and manage incident reports

Falls Analysis

Report Incident

Search by incident ID, resident, or type...

All Statuses

All Severities

Export

Incident ID	Type	Resident	Date/Time	Reported By	Severity	Status	CQC	Actions
INC-2024-1547	Serious Injury	Mrs. Sarah Johnson	2024-11-10 09:30	Jane Smith (Care Assistant)	critical	Under Investigation	Required	👁
INC-2024-1546	Service Disruption	General - Kitchen Area	2024-11-09 14:15	John Doe (Facilities)	medium	Resolved	-	👁
INC-2024-1545	Medication	Mr. David	2024-11-09 10:00	Mary Jones	low	Completed	-	👁

Drag recipes onto the calendar to plan meals



FelixaCare
Care Management

Sunnydale Care Home

Dashboard & Analytics

Dashboard
Analytics
Falls Analysis
AI Care Notes

Care & Residents Management

Residents
Dependency Tracking
Incidents
Medications
Menu Planner
Recipe Management
Intake Recording
Kitchen Report

Menu Planner

Weekly Menu Planner

Drag recipes onto the calendar to plan meals

Apply Template
Save as Template
Duplicate Week

Save Menu

Resident Allergens to Consider

Gluten (2 residents)
Dairy (2 residents)
Fish (1 resident)
Shellfish (1 resident)
Nuts (1 resident)
Peanuts (1 resident)
Eggs (1 resident)
Soy (1 resident)

6 residents have reported allergies. Ensure menu options accommodate all dietary restrictions.

Recipe Library

Grilled Salmon with Veg

Vegetable Pasta Bake

Week of Mar 2, 2026

Breakfast

Mon 2

Tue 3

Wed 4

Thu 5

Fri 6

Sat 7

Sun 8

Manage buildings, floors, wards, rooms and bed allocation



FelixaCare

Care Management

Dashboard & Analytics

Dashboard

Analytics

Falls Analysis

AI Care Notes

Care & Residents Management

Residents

Dependency Tracking

Incidents

Medications

Menu Planner

Recipe Management

Intake Recording

Kitchen Report

Rooms

Sunnydale Care Home

Rooms & Beds Management

Manage buildings, floors, wards, rooms and bed allocations

Visual Floor Plan

Rooms & Beds

Buildings & Infrastructure

Main Building

Ground Floor

100%

Room Categories:

Standard

Ensuite

Premium

Accessibility

Studio

Occupancy:

Full

Partial

Vacant

Oak Ward

General residential care

Nurse Station

10/12 (83%)

101

1/1 beds

102

1/1 beds

103

2/2 beds

104

1/2 beds

105

2/2 beds

106

1/2 beds

107

2/2 beds

Define and manage care package types with their base rates and services


FelixaCare
 Care Management

Sunnydale Care Home

Dashboard & Analytics

Dashboard
 Analytics
 Falls Analysis
 AI Care Notes

Care & Residents Management

Residents
 Dependency Tracking
 Incidents
 Medications
 Menu Planner
 Recipe Management
 Intake Recording
 Kitchen Report

Package Types

Define and manage care package types with their base rates and services

+ New Package Type

All Package Types (5)

Name	Description	Base Rate	Care Level	Services	Status	Actions
Standard	Basic residential care with essential daily livin...	£ 650 per week	Low	Personal Care Meals +2 more	Active	View Edit
Enhanced	Residential care with additional support for ...	£ 875 per week	Medium	Personal Care Medication Support +3 more	Active	View Edit
				Nursing Care		

Roster planning

Plan and manage future week rosters

 **FelixaCare**
Care Management

Dashboard & Analytics

Dashboard

Analytics

Falls Analysis

AI Care Notes

Care & Residents Management

Residents

Dependency Tracking

Incidents

Medications

Menu Planner

Recipe Management

Intake Recording

Kitchen Report

Roster Planning

Sunnydale Care Home

Roster Planning

Plan and manage future week rosters

View Current Week

Rostering Admin

Attention Required

8 week(s) need your attention

Mar 9 - Mar 15

Not Started

→

Mar 16 - Mar 22

Not Started

→

Mar 23 - Mar 29

Not Started

→

< Previous

March 2026

Next >

Mar 9 - 15

Not Started

Week 11 of 2026

Generate

Mar 16 - 22

Not Started

Week 12 of 2026

Generate

Mar 23 - 29

Not Started

Week 13 of 2026

Generate

Mar 30 - 5

Not Started

Week 14 of 2026

Generate

Action Packed Menu

 **FelixaCare**
Care Management

Dashboard & Analytics

Dashboard

Analytics

Falls Analysis

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Care & Residents Management

Residents

Dependency Tracking

Incidents

Medications

Menu Planner

Recipe Management

Intake Recording

Kitchen Report

Rooms

Care Packages

Package Types

Discharge Reports

Handovers

Staff & HR Management

Staff

Staff Roles

Training Management

HR Settings

Current Roster

Roster Planning

Rostering Admin

Time & Wages

Leave Management

Visitor & Access Management

Visitor Management

Visitor Reports

Volunteers

Operations & Compliance

Audits & Checks

Documents

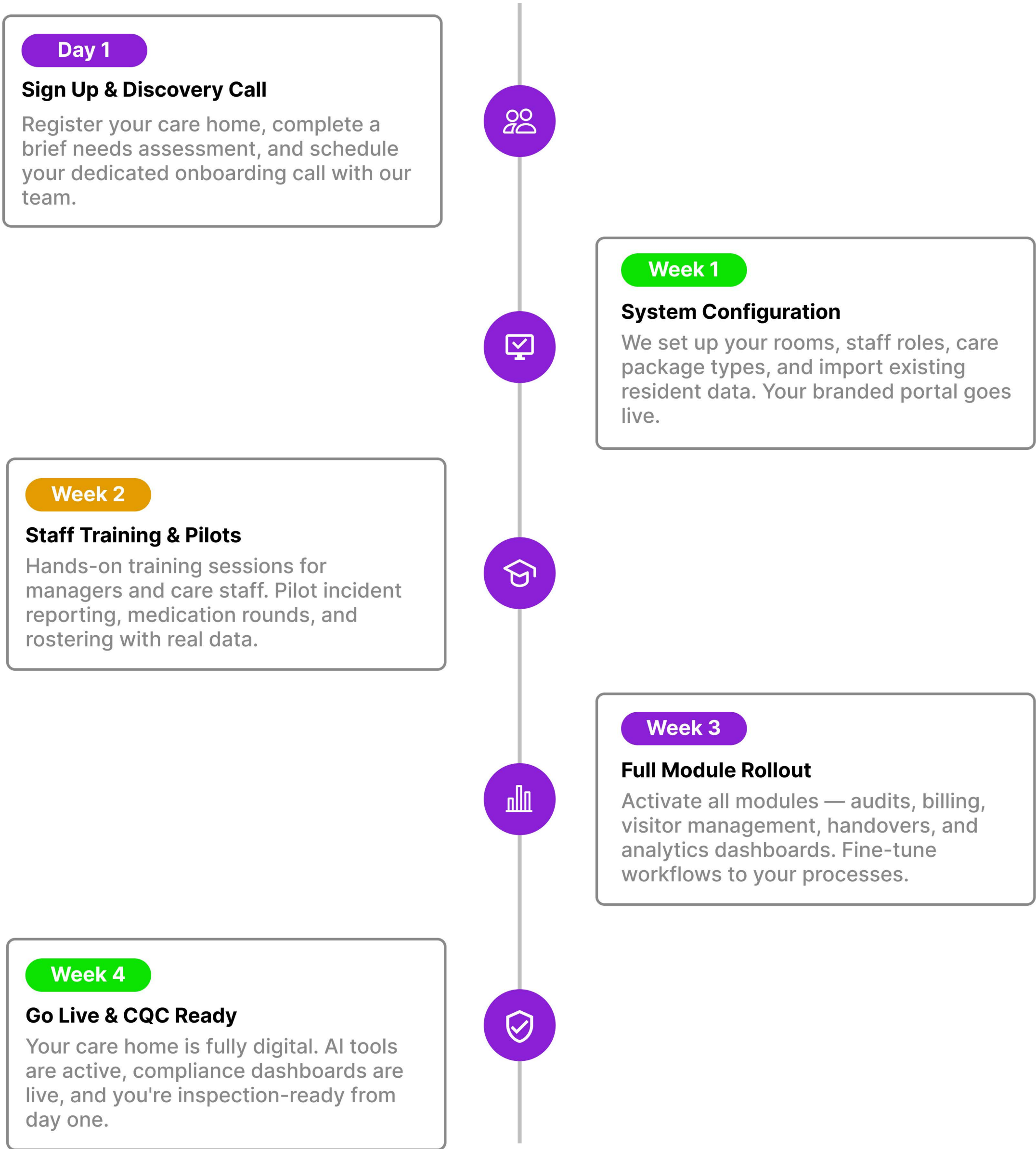
Role Permissions

Finance & Billing

Billing

Your Onboarding Journey

From signup to full digital operation in just 4 weeks with dedicated support at every step.





Get Started Today

Contact us to schedule a demo or start digitizing your care home operations

 www.mitasdigitaltech.co.uk

 enquiries@mitasdigitaltech.co.uk

 +44 7768791733

Mitas Digital Technologies
United Kingdom
<https://mitasdigitaltech.co.uk>

Contact: enquiries@mitasdigitaltech.co.uk
+44 7768791733

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