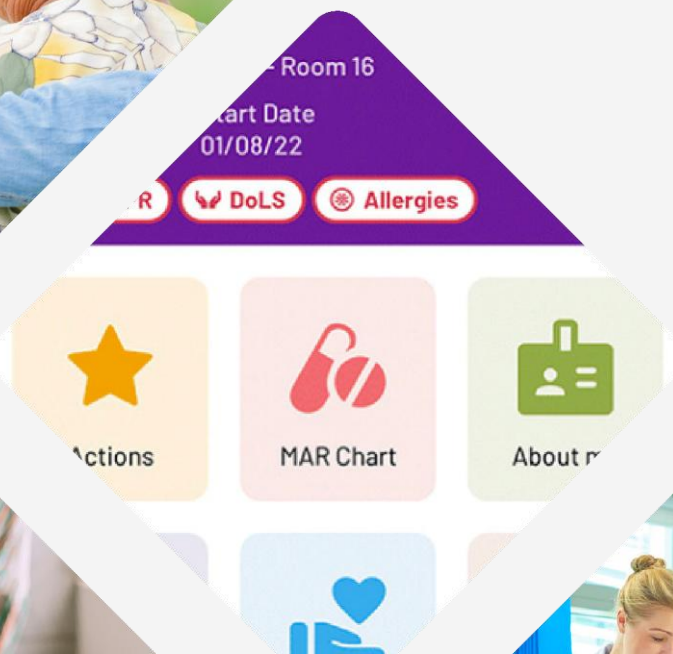




G-Cloud 15: Lot 2b, Cloud Software

PASS Service Definition

January 2026



everyLIFE

PASS Digital Care Management Platform

Service definition

This document provides an overview of the services available to public services and the impact that can be realised through the PASS digital care management platform.

Table of Contents

1	INTRODUCTION.....	1
	COMPANY OVERVIEW	1
	BACKGROUND	2
	LEADING THE WAY	3
	BENEFITS OF PASS	4
2	WHAT THE PASS SERVICE PROVIDES.....	5
	CARE PLANNING	6
	ROSTER MANAGEMENT	6
	PASSGENIUS™.....	7
	CONNECTED CARE	7
	PASS REPORTING.....	8
	SUPPORT.....	8
	CONCLUSION	9
3	DATA PROTECTION	10
	INFORMATION ASSURANCE	10
	DATA BACK-UP, DATA RESTORATION AND DISASTER RECOVERY	11
	PRIVACY BY DESIGN	11
4	USING THE SERVICE.....	12
	ORDERING AND INVOICING	12
	ON-BOARDING	12
	OFF-BOARDING	12
	TRAINING	12
	SERVICE MANAGEMENT	13
	SERVICE LEVELS.....	13
5	PROVISION OF THE SERVICE.....	14
	CUSTOMER RESPONSIBILITIES.....	14
	TECHNICAL REQUIREMENTS AND CLIENT-SIDE REQUIREMENTS	14
6	OUR EXPERIENCE.....	15
7	CONTACT DETAILS	17

1 Introduction

PASS supports care providers to achieve excellence in care delivery

PASS empowers care providers across the public, private and voluntary sectors to deliver outstanding, person-centred care and run high-performing services. It enables organisations to operate efficiently, sustainably and securely, improving visibility across care delivery while reducing administrative burden and strengthening compliance.

PASS brings together essential capabilities including care planning and point-of-care delivery, alongside rostering, finance, auditing and reporting – all delivered through a single platform, single dataset and a single PASS login. The service is CQC aligned and is recognised as one of NHS England's assured solutions, giving commissioners and providers confidence in both quality and governance.

Company overview

Based in Farnborough and operating with a hybrid workforce, everyLIFE Technologies is a UK Software as a Service (SaaS) company specialising in digital solutions for adult social care. Founded in 2014 with a clear focus on supporting the care sector, everyLIFE created and continues to develop PASS, an all-in-one digital care management platform used across a wide range of care settings.

PASS is built, not bought: designed and engineered specifically for the needs of care providers and public sector organisations, and continuously improved in response to frontline and commissioner feedback. The platform is used by a broad mix of customers including local authorities and public sector organisations, as well as care providers commissioned to deliver services such as reablement, care in the community, extra care and complex care.

Today, PASS is adopted by over 1,400 organisations across the UK.

Background

Adult social care continues to face significant and sustained pressures. Demand continues to rise due to changing demographics, increasing complexity of need and an ageing population, alongside ongoing workforce challenges and financial constraints. For many local authorities and commissioners, delivering required outcomes is becoming increasingly difficult, with capacity shortages affecting both commissioned and internally delivered services. These pressures are most visible in reablement, care in the community and hospital discharge, where delays can directly impact NHS flow and outcomes.

At the same time, providers are navigating tightening employment regulations and increased scrutiny of National Minimum Wage (NMW) compliance, particularly in relation to pay calculations, travel time and non-contact time. This increases the need for digital systems that can accurately evidence care delivery and support compliant workforce processes.

PASS supports the direction of travel within the NHS 10-year plan by enabling:

- A shift to community-based care – supporting more care delivered at home and in local communities, reducing avoidable admissions and enabling timely discharge
- Digital-first delivery – real-time mobile care recording, digital care plans and reduced reliance on paper-based processes
- Joined-up care – stronger information sharing and visibility across care teams and, where enabled, integration with health systems (e.g., GP Connect) to support safer decision-making
- Improved productivity and efficiency – reducing duplication, streamlining workflows, and giving teams more time to focus on delivering care rather than administration

PASS delivers proven results across all care settings, helping organisations improve care quality and risk management, realise operational efficiencies, and demonstrate accountability to service users, families, commissioners and regulators.

Leading the way

PASS is continually evolving, with new functionality, features, and usability improvements being introduced on a regular basis. But more than that, everyLIFE is actively leading the way with driving the industry forward, and setting the standards that others are following:

- One of the first solutions to be awarded a place on the NHS Transformation Directorate's Digital Social Care Records assured solution list, established to enable a quicker, easier and more informed purchasing process for local authorities and care providers
- The first solution to achieve compliance against all 14 of the standards on the NHS Transformation Directorate assured solution list standards roadmap
- When NHS Digital opened GP Connect to the social care sector, everyLIFE was the first to complete the required integration and offer care providers the ability to view their service users' GP record clinical information in real time from within PASS
- Instrumental in securing agreement for extending access to GP Connect to care staff other than registered nurses, and the first to implement the GP Connect extended access integration
- Proud to be a PRSB Conformant Partner, having undergone a standards conformance assessment to demonstrate that PASS is compliant with the About Me and the Personalised Care and Support Plan standards
- PASS was the first DSCR to embed AI directly within the platform through PASSgenius™ AI Care Note Summaries, helping teams reduce admin and quickly review care delivery.



GP Connect



Benefits of PASS

Local authorities and other public sector bodies can build confidence across the health and care system, while building a comprehensive source of data to inform continuous improvement activities. Care providers can proactively monitor the quality of care delivered, and through real-time alerting and PASSgenius™ insights can respond to time critical safety issues. Scheduling, invoicing and payroll are seamlessly linked with care planning and reporting, all from a single data set and with a single PASS login.

PASSgenius™ further enhances this by transforming operational and care data into clear, actionable intelligence, reducing administrative burden and supporting better decision-making*. Families and other healthcare professionals can gain access to information on PASS via openPASS, subject to the necessary consent, therefore making care provision more transparent.

A broad range of benefits have been realised through the adoption of PASS. Through insight from our customers and the review undertaken by the Social Care Institute for Excellence the benefits are summarised below.



Figure 1: Summary of benefits from PASS

* Insights refreshed every 7 days based on the previous 30 days of data

2 What the PASS service provides

The PASS platform enables care services to move away from fragmented systems and paper-based, time-and-task approaches, towards a connected, person-centred digital model of care. PASS supports the delivery of safer, higher quality care while improving operational efficiency and reducing both technical and commercial risk through a single, secure platform. Importantly, PASS helps providers not only deliver high quality care, but also evidence it through structured digital records, real-time care capture and clear auditing of actions, outcomes and compliance.

PASS is built around four integrated areas:

- Care Planning supports comprehensive digital care records, assessments, eMAR and point-of-care delivery via mobile and web.
- Roster Management enables efficient scheduling, continuity of care and capacity planning, with seamless links to payroll and invoicing.
- PASSgenius™ transforms operational and care data into actionable intelligence, including AI-powered features such as AI Care Note Summaries.
- Connected Care supports joined-up working through secure information sharing and integration, including GP Connect and openPASS access for families and professionals (subject to consent).

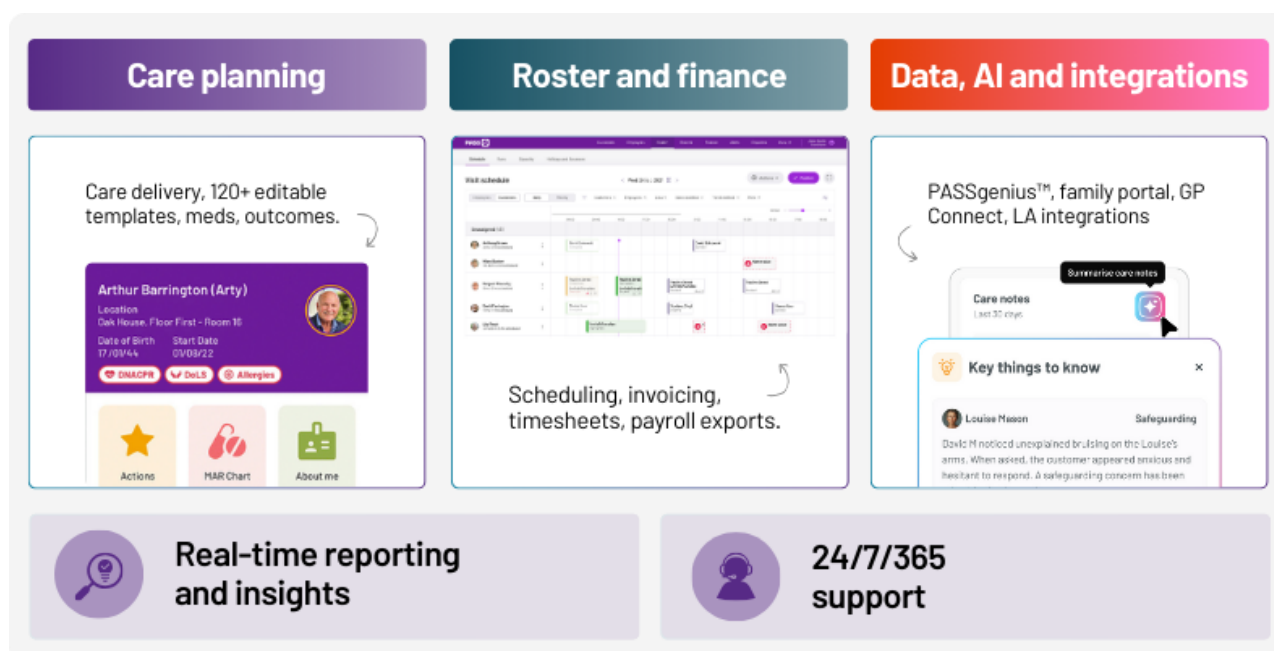


Figure 2: PASS All-in-one digital care management platform overview

Care Planning

Our proven digital care management solution supports the safe planning, delivery and monitoring of person-centred care across the UK. Designed to strengthen care quality and reduce administrative burden, PASS enables care teams to capture, access and update care information in real time at the point of care via mobile app and online access. Key care management capabilities include:

- Comprehensive digital care records including outcomes-based personalised care plans, risk assessments and key care documentation
- Care delivery at the point of care, ensuring carers can view care history, follow planned tasks and record care delivered in real time
- Electronic Medication Administration Record (eMAR) with immediate updates to support safer medication management and timely intervention
- A library of 100+ assessments, observations and incident forms, plus a document builder tool to create and manage bespoke templates
- Care Journal to record meaningful updates, notes and progress to support continuity of care
- A timeline of care, providing a chronological view of activity and notes to enhance care auditing and oversight
- Configurable alerts to highlight risks, overdue actions and time-critical safety issues
- Employee and customer checklist tools to evidence compliance with internal processes and regulatory requirements
- Online and offline functionality, supporting uninterrupted care recording in low-connectivity environments

Roster Management

Building roster functionality into the PASS platform allows everyLIFE to deliver a seamless, end-to-end experience that connects scheduling, payroll and invoicing with care delivery - all while using a single dataset and a single PASS login. This enables care providers to plan capacity effectively, manage complex service delivery, and reduce duplication between operational and care teams. Key roster capabilities include:

- Allocate visits, runs and rotas efficiently
- Build and maintain permanent schedules, enabling rapid inter-day changes without rebuilding future schedules
- Manage holidays, absences and non-contact time activities
- Maintain required staffing levels and improve continuity of care
- Support multiple service users within the same household at the same time
- Add ad-hoc bookings quickly and easily directly within the schedule
- Intuitive drag-and-drop scheduling plus bulk selection and movement of visits
- Assign shadow carers to visits instantly without requiring care plan changes
- Apply complex cancellation policies based on timing and scheduling rules
- Manage payroll and invoicing data, including the ability to mark invoices as paid and track funder finances
- Publish schedules only once signed off, ensuring care staff see only finalised schedules rather than live changes

PASSgenius™

PASSgenius™ is a suite of AI, data and automation tools built into the PASS care management platform. It's designed to turn complex care, scheduling and operational data into clear, actionable insights to help care providers run safer, more efficient and person-centred services without requiring extra software.

At its core, it simplifies decision-making, streamlines admin tasks, optimises staffing and highlights risks early – all from within the PASS system.

- AI-Powered Care Note Summaries
- Customisable Real-Time Dashboard
- Smart Alerts and Compliance Tools
- Capacity and Resource Optimisation

Connected Care

Enabling a real-time, consented and GDPR-compliant view of individual care plans, the PASS sister app openPASS supports:

- Active involvement from the care receiver, allied care professionals, GPs, social workers and others to coordinate the delivery of care
- Visibility and interaction from family members and friends to extend the circle of care
- Timely and accurate information for paramedics and other first responders

GP Connect

NHS England's GP Connect supports safer and more efficient joined-up care by enabling real-time data sharing between health and social care professionals.

The PASS GP Connect integration allows authorised social care staff to securely access relevant clinical information from the care receiver's GP record directly within PASS. By making up-to-date medical information available at the point of care, PASS GP Connect helps care teams make informed decisions quickly, supports safer care delivery, and contributes to improved outcomes. Key features of GP Connect in PASS include:

- Secure access to relevant GP record information from within PASS (subject to appropriate permissions)
- Real-time clinical visibility at the point of care to support safer decision-making
- Reduces reliance on phone calls/emails and manual information chasing
- Supports joined-up working between health and social care teams
- Helps improve care safety, continuity and outcomes through better-informed care delivery
- Access is controlled through authorisation and role-based permissions within PASS

PASS Reporting

PASS Reporting enhances the PASS platform by turning operational and care delivery data into clear, actionable insight. Information captured across care planning, care delivery, finance and compliance can be quickly accessed, explored and used to support decision-making at every level.

Reporting is organised into simple, tab-based areas with standard reports plus filtering and drill-down for deeper analysis. Users can review performance across the whole service or focus on specific offices, teams, care workers, service users or cohorts, providing real-time visibility of care quality, risk and delivery to support governance and continuous improvement.

- A suite of reports covering key operational, care and compliance metrics
- Filtering and drill-down to view data by service user, care worker, team, office/site or entire service
- Graphical reporting for fast insight (trend views, summaries, exception reporting)
- Exportable reporting in multiple formats (e.g., CSV/Excel/PDF) for sharing, audit evidence and analysis
- Supports audit readiness, helping evidence performance, compliance activity and care delivery oversight
- Enables benchmarking over time to track improvements and identify emerging risk areas early

Support

We recognise that outstanding service is critical to the successful adoption of a Software as a Service platform. EveryLIFE provides 24/7/365 support, ensuring users can access help whenever it's needed – via live telephone support, as well as support through live chat and email.

- This is complemented by a structured onboarding and ongoing customer success programme to maximise the value delivered through PASS, including:
- Comprehensive onboarding and training programme, supported by online learning resources
- Guidance and support with the creation of initial care plans, assessments and key documents
- Regular customer webinars and feature-led learning sessions
- 24/7/365 support via phone, live chat and email
- Structured account management to support continuous improvement and platform optimisation

To accelerate mobilisation, everyLIFE can also support the provision of devices as part of the service, including tablets and mobile phones.

Conclusion

PASS has been designed to enable a safe, effective and tailored care journey for individuals, while also providing the visibility and assurance required by commissioners and care system leaders.

Used across home care, supported living, reablement, residential and complex care, the G-Cloud PASS service provides comprehensive capability across care management, rostering, medication management (eMAR), compliance and operational oversight – all delivered through a single platform, single dataset and a single PASS login.

PASS ensures that staff delivering care have access to a secure, real-time source of accurate and easy to read care information, enabling them to be better prepared before each visit and maximising time spent with service users.

Digital workflows support faster assessments, streamlined care planning and quicker mobilisation of care packages, helping reduce delays – including for those awaiting discharge from hospital or commencement of care following a local authority assessment.

The platform also supports more joined-up care, including access to up-to-date GP information through GP Connect (where enabled), and improved transparency through openPASS for families and professionals, subject to consent.

Our G-Cloud service has been tailored to the needs of public services, supporting commissioning, internal service delivery and system-wide improvement initiatives. Case study demonstrating outcomes delivered with PASS is included in Section 6: Our Experience.

We recognise the significant and ongoing change across the care sector, from workforce pressures to increasing demand and greater expectations of transparency and outcomes.

EveryLIFE continues to invest in PASS through ongoing stakeholder engagement, continuous improvement and innovation – including PASSgenius™, which transforms care and operational data into actionable insight – supported by 24/7/365 customer support with access to a real person via telephone, live chat and email.

3 Data Protection

Information Assurance

At everyLIFE, the security and confidentiality of personal information is at the core of everything we do. We implement robust technical and organisational measures to protect the data we process and store, ensuring that information remains secure, accurate and accessible only to authorised users.

We are registered with the Information Commissioner's Office (ICO) and align to recognised information governance standards, evidenced through our annual self-assessment and submission of the NHS Data Security and Protection Toolkit (DSPT). All employees complete NHS Digital Data Security Awareness Training, meeting the minimum mandatory training requirements set out by the ICO and supporting a strong culture of security across the organisation.



We have been ISO 27001 certified since 2015. ISO 27001 is the international standard which is recognised globally for managing the risks to the information that you hold and requires that we have in place policies and procedures for establishing, implementing and monitoring an information security management system.



We are also Cyber Essentials Plus certified, demonstrating our commitment to cyber security best practices and confirming that we have implemented measures to protect against common cyber threats and vulnerabilities.

In addition, we take extensive measures to protect the information contained within PASS. These include:

- Access control and permissions for care workers that are differentiated between those afforded to care managers
- Advanced user authentication measures including multi factor authentication, biometric login and PIN login
- Independent annual 'IT Health Check' (penetration testing) undertaken by a CREST-approved third-party provider
- The PASS database is not public facing, and access is secure behind two highly protected gateways that would need to be overcome to gain access
- We take a backup, 5 times per 24hr period and store one of these in a geographically separate data centre
- We have cluster infrastructure which means that if the database were to 'break', another would kick in within a matter of seconds

Data confidentiality means that unauthorised users cannot view client data. To achieve this, all data is encrypted in transit and at rest.

All data transmitted to and from the web and mobile applications is encrypted using industry standard secure https connections. We use SSL certificates to verify the identity of the server the data is sent to. This is the same type of encryption used to secure internet banking details and is proven to be secure.

Particularly sensitive data at rest on our servers is also hashed. Hashing is different from encryption, as encrypted data can be decrypted with the encryption key. Hashed data can never be reversed to reveal the original input data. We hash all passwords in addition to our transport encryption, so not even authorised users with access to the database could ever discover a user's password.

Data Back-Up, Data Restoration and Disaster Recovery

We architect PASS for high availability. This means that we have built our platform to mitigate against the possible occurrence of a hardware failure. Many elements of our service span multiple data centres called Availability Zones and PASS can continue to run in the event of a hardware failure or even the sudden loss of an entire Availability Zone.

The PASS database configurations are Highly Available, have Disaster Recovery and Business Continuity Plans, and are configured to provide 8-hour continuous point-in-time recovery. In addition, we take an automated backup every night and store it on highly durable storage in a separate physical location from the source of the backup.

PASS is a multi-tenanted system which means all our customers benefit from the same robust disaster recovery strategy.

Privacy by Design

To meet the requirements of privacy by design at everyLIFE we undertake the following:

1. To ensure that the personal data can be accessed only by authorised personnel for the purposes we set out in any data processing agreements/contractual agreements etc
2. All reasonable measures to prevent unauthorised access to the personal data using appropriate physical and logical (passwords) entry controls, securing areas for data processing, and implementing procedures for monitoring the use of data processing facilities
3. Build in system testing and audit trails
4. Use secure passwords, network intrusion detection technology, encryption and authentication technology, secure log-on procedures including multi factor authentication, biometric and PIN logon, and virus protection
5. Using our risk register as a central record, we monitor and take action to address the risks that are presented by processing, for example from accidental or unlawful destruction, loss or alteration, unauthorised or unlawful storage, processing, access or disclosure of personal data
6. Ensure pseudonymisation and/or encryption of personal data, where appropriate. All data is encrypted in transit and at rest
7. We uphold the principles of information security by maintaining the ability to ensure the ongoing confidentiality, integrity, availability and resilience of processing systems and services
8. Maintain the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident
9. Implement a process for regularly testing, assessing, and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing of personal data
10. Monitor compliance on an ongoing basis
11. Implement measures to identify vulnerabilities regarding the processing of personal data in systems used to provide services to the Data Controller
12. Provide employee and contractor training to ensure ongoing capabilities to carry out the security measures established

4 Using the Service

Ordering and Invoicing

For any enquiry, please call 03300 940 122 Or email gcloud@everylifetechnologies.com, including the following information:

- Contact name
- Organisation name
- Contact telephone number
- The challenges you are looking to overcome with PASS

A member of the everyLIFE G-Cloud team will call you to discuss your needs. Alternatively, please feel free to get in touch with any of the contacts in Section 7 of this document.

On-boarding

Each customer is assigned a dedicated project manager to assist them through the implementation process and training on the system. Implementation commences with a Project Kick Off meeting, which defines the scope of the roll out, understands the organisation readiness, defines responsibilities and sets targeted go-live dates. These will inform a defined and published project plan. All users will be fully trained on PASS throughout the course of an implementation and key project members have ongoing project review calls throughout the life-cycle of a project.

We have a range of training options to suit your requirements, availability and learning styles. This includes a range of materials, including comprehensive videos, online webinars and one-to-one sessions as well as a range of coaching and mentoring.

To maximise the impact of the PASS platform, we employ a tailored change management approach for our clients. This is based on the areas of business readiness and team engagement.

Off-boarding

90 days' notice in writing is required before the end of the contract. everyLIFE offers four options for data management in advance of any contract being terminated:

- Self-service to extract data by printing during the notice period. Access to the system will then be removed
- everyLIFE will extract data in a GDPR compliant machine-readable format at a charge and send to customer. Access to the system will then be removed
- All data to be deleted by everyLIFE and access to the system removed
- Storage of data within PASS. A new retention contract will be entered into with an annual cost of 10% of previous contract for single-user access to historic PASS information

Training

On receipt of the signed contract, the Implementation Team will contact the customer to arrange training.

everyLIFE delivers a blended learning method for training, mixing online, group and self-service training when on-boarding a customer. This gives a personalised but also time-manageable approach to learning how to navigate around PASS. All online training is recorded and made available for future reference.

Additional training can be provided after implementation by contacting your dedicated Account Manager.

Service Management

The service is managed and delivered by everyLIFE's own in-house team. We have a company-wide approach that draws upon a broad range of skills from Software Engineering, Account Management, Product, Information Governance and our Leadership Team.

Accredited to ISO9001 and 27001, our service management approach continually evolves to take advantage of emerging tools, systems and insight.

Service Levels

everyLIFE has a consistent service level for all public sector clients. This includes:

- >99.5% availability for all services, excluding planned maintenance periods
- Agreed response and target resolution times as outline later in this section.

everyLIFE offers full customer support Monday to Friday 9am-5pm, excluding bank holidays. Customer Support consists of phone, chat and email contact. In addition to this, 24x7x365 emergency support is available.

There is a planned maintenance window weekly, every Tuesday between 11pm and 1am the following morning. In practice, this is rarely used and users are informed if there is going to be any down time.

We have a defined service level framework, which is outlined in the following table.

Category Level	Impact	Definition	Response	Target Resolution Time
1	Critical	Non-availability and total loss of service to the Client due to failure of the Software Product.	2 business hours	4 business hours
2	Material	A limited repeatedly occurring loss of service availability to the Client, affecting usage and operational risk.	4 business hours	8 business hours
3	Important	Reduced service availability which does not create operational risk of the Client.	8 business hours	4 business days
4	Cosmetic	A fault of a cosmetic nature and of no immediate consequence which does not affect the use of the application or service availability of the customer	2 business days	3 months or next release, whichever is the sooner

Where incidents happen, we have a detailed and proven escalation process, which has oversight from our Senior Leadership Team. The nature of our response is based upon whether critical care delivery is impacted, it is affecting secondary care delivery and / or there has been a data loss.

Examples of high-priority cases that require immediate escalation would include:

- A carer or manager unable to view key information
- A breach in access to data (separate data incident process)
- Need for emergency removal of access of a manager or care worker

5 Provision of the service

Customer Responsibilities

Throughout the implementation and delivery of our services, the responsibilities of our customers include:

- Have a nominated Contract Lead and deputy for the term of the contract
- Appropriate attendance at Project Kick-Off and subsequent project governance meetings
- Named senior member within organisation, should any unresolved issues need to be escalated

Technical Requirements and Client-Side Requirements

As a fully cloud-based platform, PASS does not require any on-premise infrastructure, servers or local installations. This reduces IT overheads and ensures customers benefit from secure, centrally managed updates and continuous improvements to the service.

The PASS web portal, primarily used by office-based teams, is accessed via a standard internet browser and is optimised for Google Chrome and other Chromium-based browsers such as Microsoft Edge. The portal is device and operating system agnostic and can be used on existing PCs and laptops. In most cases, organisations can deploy PASS without the need for additional hardware investment, provided users have reliable internet connectivity.

For frontline care delivery, the PASS mobile applications are available on both Android and iOS, and can be downloaded directly from the Google Play Store and Apple App Store. To ensure ongoing compatibility, security and support from Apple, Google and everyLIFE, we recommend that newly purchased devices run an operating system that is no more than two major versions behind the current release and that devices are NFC enabled where services require tag in/out via NFC tag.

PASS also supports a Bring Your Own Device (BYOD) approach for care providers who choose to allow carers to use their own mobile phones or tablets, enabling flexible deployment models while maintaining secure access to the platform.

6 Our Experience

PASS is used across a wide range of adult social care settings, supporting the delivery of safe, person-centred care for over 100,000 people. The platform is trusted by a broad mix of public sector organisations (including local authorities and arms-length delivery services) as well as commissioned providers delivering services on behalf of councils and integrated care systems.

PASS supports services including reablement, care in the community, extra care housing, supported living, domiciliary care, residential care, and complex care. By providing a secure, real-time view of care delivery and outcomes, PASS helps strengthen oversight, improve quality assurance, and support consistency of care across diverse service models.

Below we have provided an example of how PASS has delivered measurable benefits across a Local Authority care service. Additional case studies are also available on our website:

<https://www.everylifetechnologies.com/case-studies>

Reading Borough Council

Care planning and rostering on a single platform, delivering reduced operational overheads and a 'single source of truth'



Background

The Reading Borough Council Community Reablement Team provides short term care for up to 50 adults. Their service is fast moving, with frequent turnover of service users. Additionally their Discharge to Assess and Extra Care services provide specialist care in a residential setting.

Why PASS?

Following a competitive tender process and a thorough evaluation exercise, Reading Borough Council selected All-in-one PASS to manage the delivery of care across their in-house Reablement, Extra Care and Discharge to Assess services.

An all-in-one solution: With care planning and rostering available from a single platform, they could see significant ease of use advantages for both their coordinators and carers.

Personal experience: The Community Reablement Team had already been using PASS Care Planning, and knew from personal experience that the format was easy to use and well suited to their requirements.

Out of hours support: Knowing that the customer support desk is available and responsive 24/7 gave peace of mind.

The impact

With the introduction of All-in-one PASS, Reading Borough Council has benefited from:

- Simplified care delivery via a single app rather than separate apps for care planning and rostering.
- The 'Excluded Carer' scheduling feature, preventing the assignment of unsuitable carers to visits with specific carer criteria.
- Process automation with PASS tagging, assigning custom tags to service users and/or employees, subsequently used to filter either for reporting or to support scheduling.
- Enhanced transparency via the openPASS shared view of care available to family members, useful especially if they do not live close by.
- Improved visibility of care information for the wider team of Health Staff via openPASS, with a useful communications tool for feeding back to the care team.

"As an early adopter of All-in-one PASS, our use case examples and product enhancement suggestions were taken on board and have helped to shape the product that we see today. We really feel that our voice was heard"

Alison Lane – Reablement Coordinator, Adult Care & Health Services, Reading Borough Council



7 Contact Details

Ready to take the next step with digital care management? We'd love to show you how PASS can support your objectives, improve visibility, and help your teams deliver outstanding care. Get in touch - we'd be delighted to learn more about your service and your digital journey.



Jessica Slattery MInstF (dip)

G-Cloud Lead

Jessica.slattery@everylifetechnologies.com

07570 295079



Taffy Gatawa

Chief Information and Compliance Officer

taffy.gatawa@everylifetechnologies.com

07341 929405



Duncan Campbell

Director

duncan.campbell@everylifetechnologies.com

07834 800418