



# CareNetworkx

The Care Management App

Product name is share2care

# share2care

## **Document index**

[Overview](#)

[Core functionality](#)

[Case Studies](#)

[Integration framework](#)

[Technical](#)

[Compliance](#)

[Support](#)

## Overview

Care Networkx is an all-in-one digital platform designed to support unpaid carers by making the coordination and sharing of care simpler, safer and less stressful.

The Care Networkx app brings together people, information and services into a single, secure environment. It signposts relevant local and national support, coordinates appointments, notifies risks, supports care planning, stores important documents, and enables shared communication between those involved in a person's care.

By enabling better managed care at home, Care Networkx helps people remain independent for longer, supports carers to cope more effectively, and reduces avoidable reliance on NHS services, including unplanned hospital admissions.

## Core functionality and platform design

Care Networkx is a scalable, modular technology platform designed to support multiple health and social care pathways.

At its core is a shared administration, communication and data framework used by all clients. Commissioners can then select ("pick and mix") additional modules from a growing library of functionality to meet local priorities, pathways and populations.

This modular approach allows Care Networkx to be configured rather than customised, ensuring consistency, security and scalability, while still enabling meaningful local flexibility. Where required, additional modules or integrations can be developed that build on the core platform, including integrations with healthcare systems or consumer-led devices.

The platform is underpinned by an AI engine and embedded AI assistant, bringing all functionality together into a seamless, user-centred experience that adapts to user needs and context over time.

## Key platform capabilities

Care Networx is a scalable, modular technology platform designed to support multiple health and social care pathways.

### **Modular, user-centred app**

- Role- and permission-based access, allowing account holders to invite a circle of care with tailored permissions
- Shared calendars, alerts and reminders
- Real-time messaging for individuals or groups, supporting text, documents, photos, videos and voice notes
- Secure document management with multi-folder structures and multimedia uploads

### **Care planning and pathways**

- Dynamic care plans supporting multiple pathways, aligned to NHS digital transformation priorities
- Contingency and end-of-life plans with integration to clinical systems
- Carer assessment tools with AI-supported triage to identify carers at risk
- Interactive questionnaires with structured data capture to support robust analytics and commissioning insight

### **Analytics and insight**

- Real-time dashboards providing anonymised engagement and pathway data
- Evidence to support service improvement, demand planning and early intervention

### **AI-powered support and navigation**

- AI engine replacing traditional content management systems
- Intelligent signposting to accredited national and local services based on need, condition and location
- Embedded AI assistant available within the app and via a web portal
- Configurable knowledge sources aligned to agreed pathways and trusted information

- **Role-aware intelligence for carers and professionals:**

The platform uses role-based intelligence to tailor content, workflows and AI responses depending on whether the user is a carer, family member, health professional or social care professional.

For carers and families, responses focus on practical guidance, emotional support, and clear next steps. For health and social care professionals, the system surfaces structured, pathway-relevant information, supporting decision-making, care coordination and efficient communication.

This enables the platform to be used not only as a consumer support tool, but also as a shared digital workspace for professionals, supporting multidisciplinary working, reducing duplication, and improving continuity of care across organisational boundaries.

## **Interoperability and integrations**

- NHS Login integration for secure user authentication where required
- Interweave integration (Yorkshire & Humber Shared Care Record)
- Ability to integrate with equivalent healthcare record systems
- Optional integrations with wearable devices and home monitoring technologies (e.g. fitness trackers, smart home devices)

## **Accessibility and inclusion**

- Multilingual support with voice input and responses
- Voice-enabled interaction for users with accessibility needs
- Designed to support inclusive engagement across diverse communities

## **Branding and deployment**

- White-label deployment options
- Configurable modules and integrations per commissioning organisation
- App and web portal branded to the organisation

- Web portal accessible without app download

## AI assistant and web portal

The AI assistant can be deployed as an embedded module within the app and/or via a web portal. The web portal supports both carers and professionals, adapting responses based on the user's role and permissions.

The AI assistant enables users to ask questions in natural language and receive clear, contextual responses. Information surfaced is limited to trusted, accredited sources agreed with commissioners, ensuring reliability and governance.

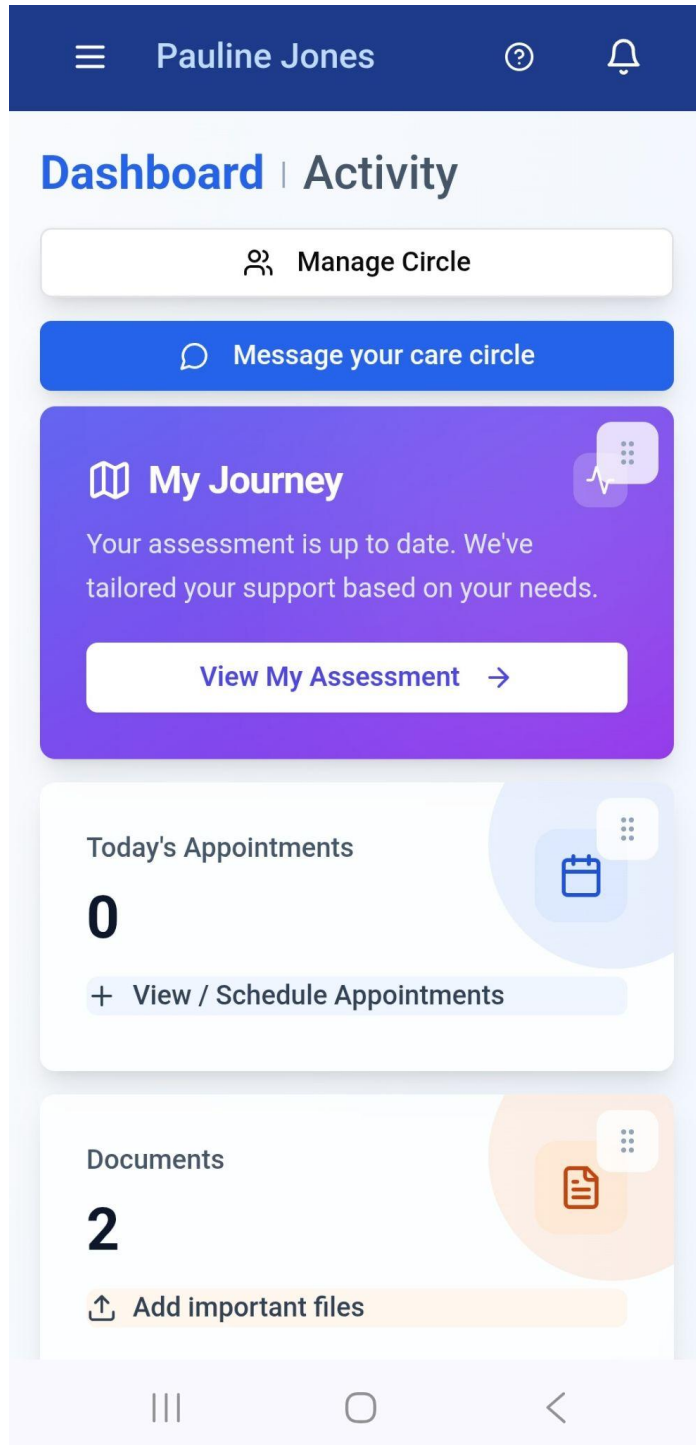
Multilingual and voice-based interaction enables wider reach and inclusion, supporting commissioners to engage communities more effectively and reduce barriers to access.

## What does it look like?

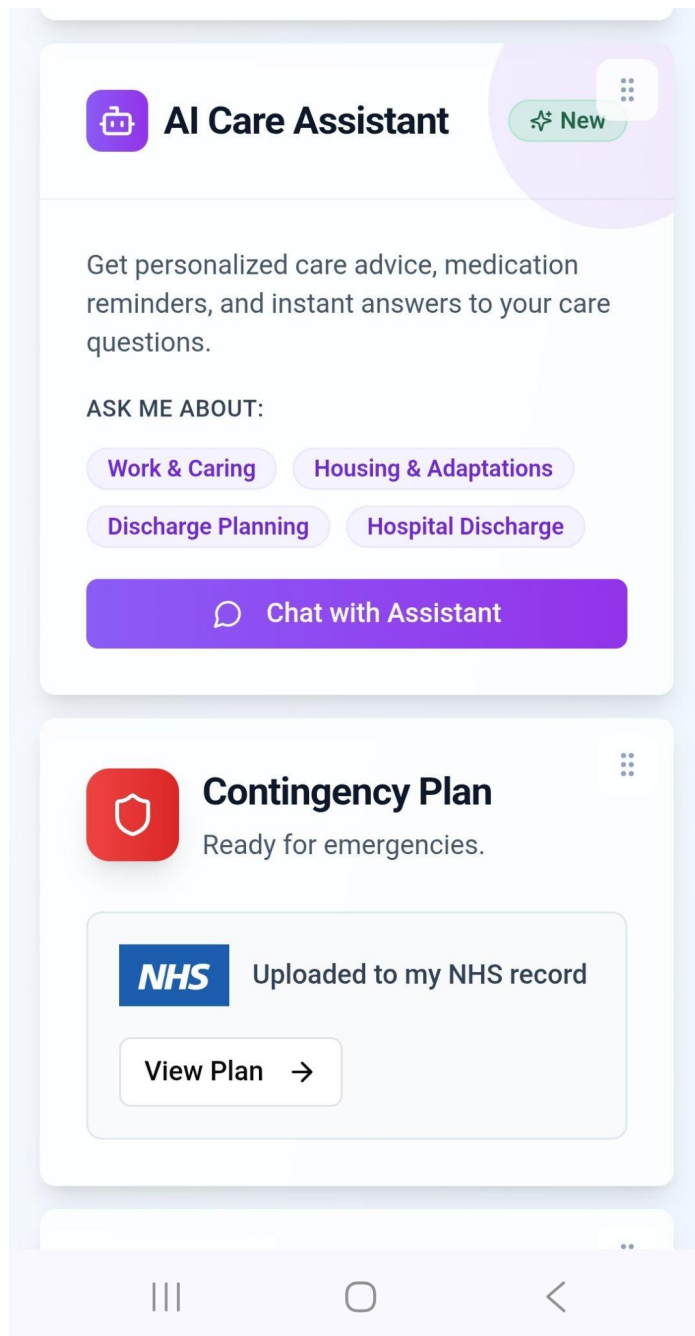
Below are just a few screenshots of the current App. Please note that the app is in continual development so will vary over time.

All information is built modular by design so that extra functionality can be displayed or built depending on the clients requirements for their audience.

**Dashboard** - Drag and drop widgets into different positions to customise relevant information

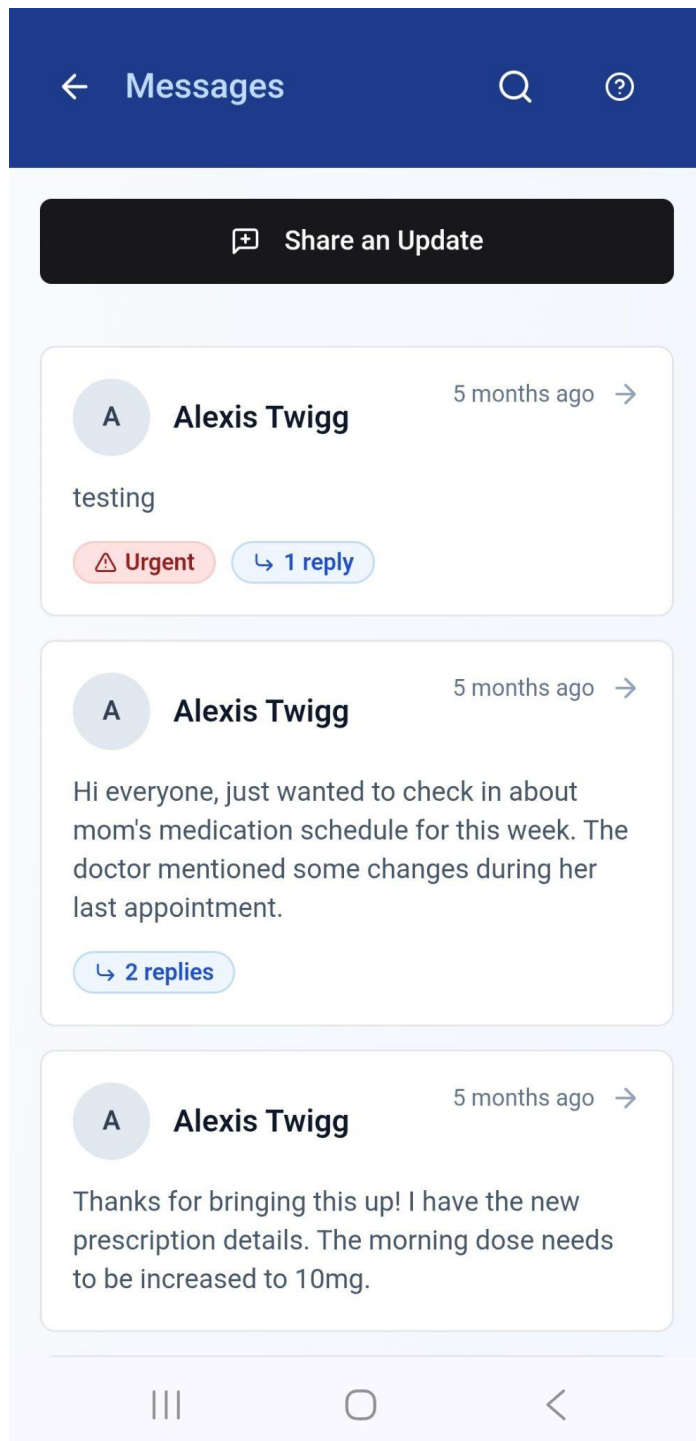


**Dashboard** - scroll down for further functionality



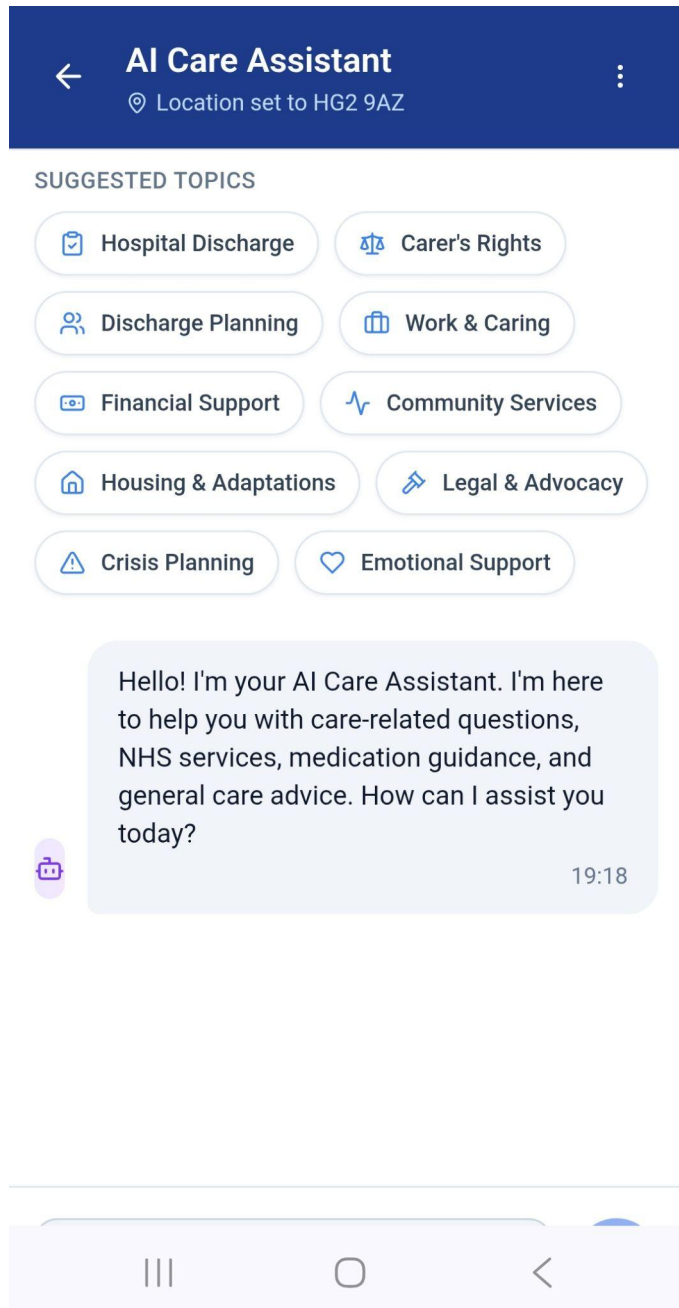
## Messaging

Interactive thread based messaging between invited users only



## Ai Assistant

Ability for one touch to assess local information based on your details already added to the application - personalised information.



## Desktop / web portal for AI assistant



  
North East London

 **Give Feedback**  
Help us improve

I am a...

☐ Carer

☐ Support Worker

 **E12 5BT**  
Newham

☒ Set 

What would you like help with?



 Enhance my questions with AI  ☒ Yes

 Key hospital discharge assessments

 Carer's rights & entitlements

 Carer involvement in care discharge planning

 Work & caring responsibilities

 Financial support for carers

 Post-discharge support & community services

 Housing & Adaptations

## Contingency planning

This can be embedded or integrated into any health or local authority system.

← Contingency Plan

1 Contacts

2 Care provision

Only the details on this 'Contacts' tab will be sent to your NHS record.

Care provision is for a more detailed plan to share with your circle of care.

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About the Person Being Cared For

✓ Essential information about the care recipient

Emergency Contacts

✓ Primary and additional emergency contacts

Social Care Contact

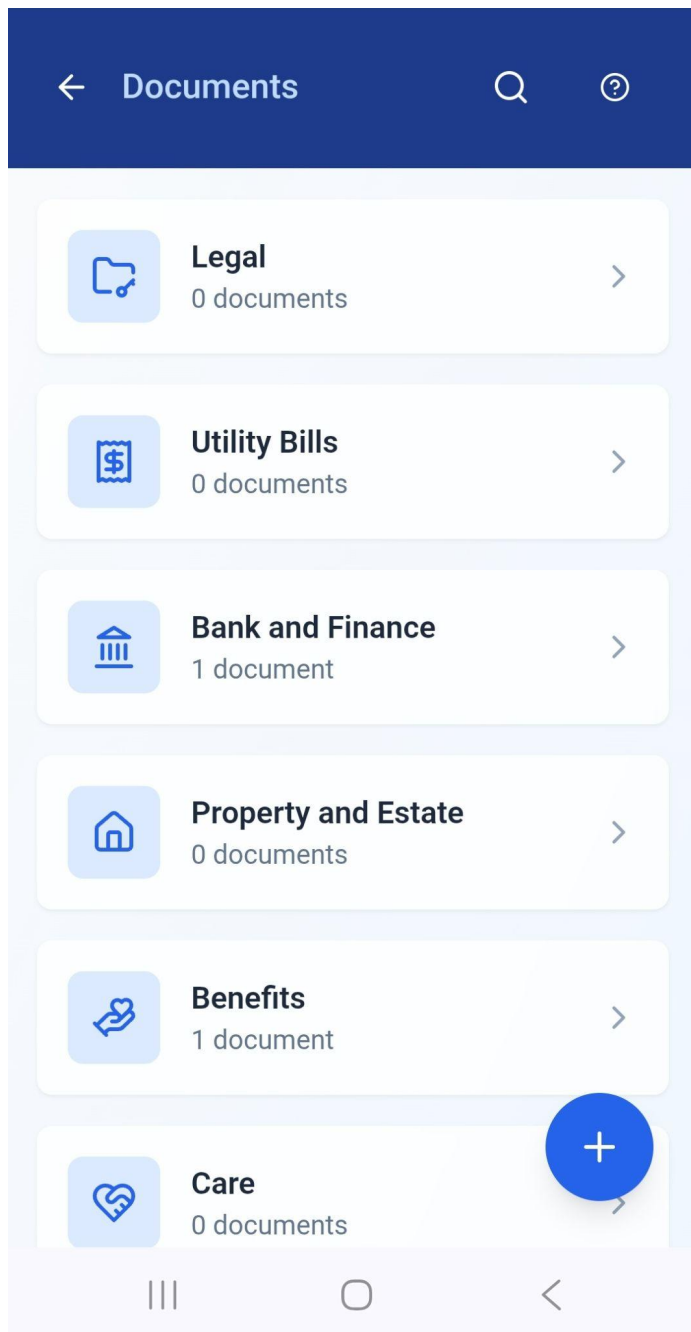
Social care service details (optional)

Respite / Community Care

## Document management

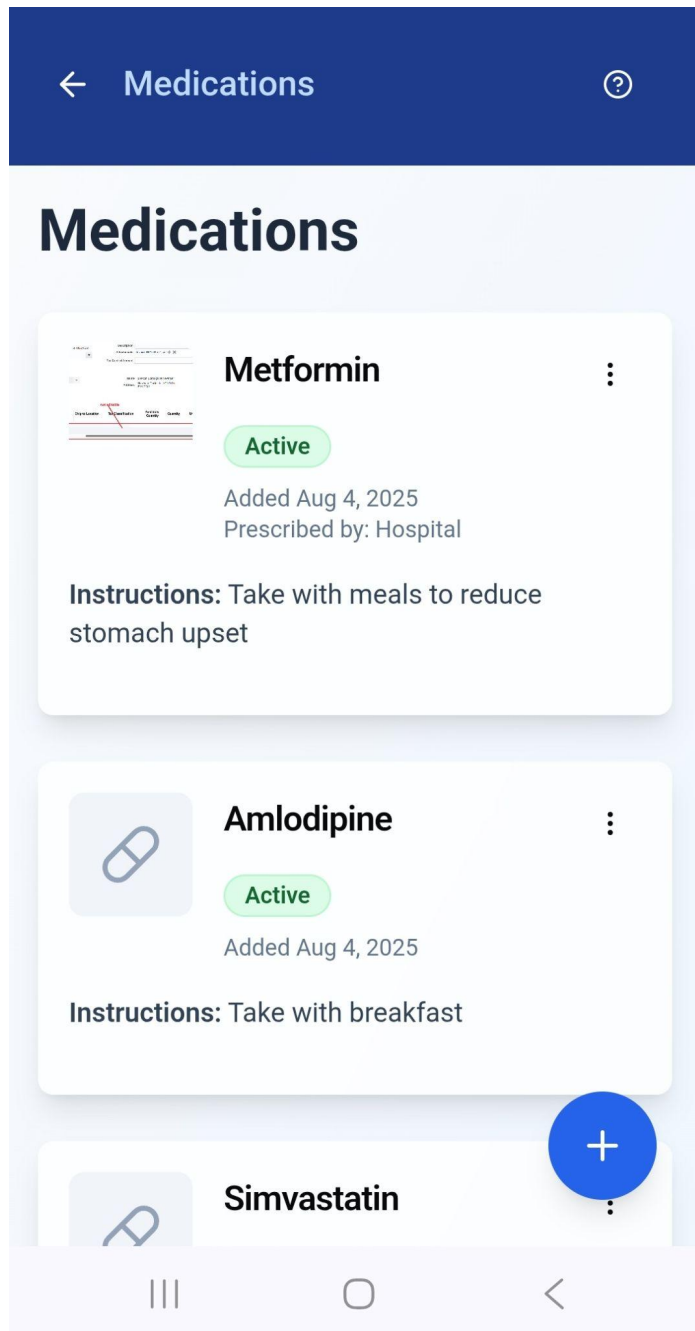
Any multi-media can be uploaded and searched against.

Access to documents/files can be restricted depending on user and user role.



## Medication management

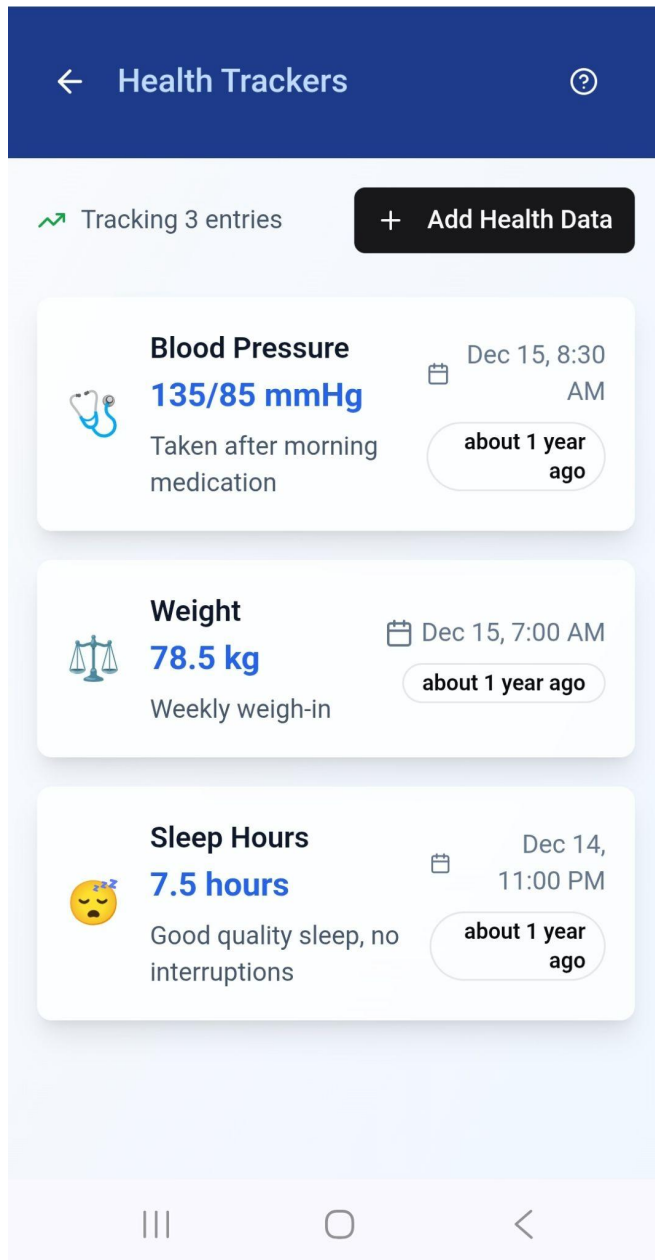
Upload photos or easy recognition. Integrate with the calendar for reminders.



## Trackers

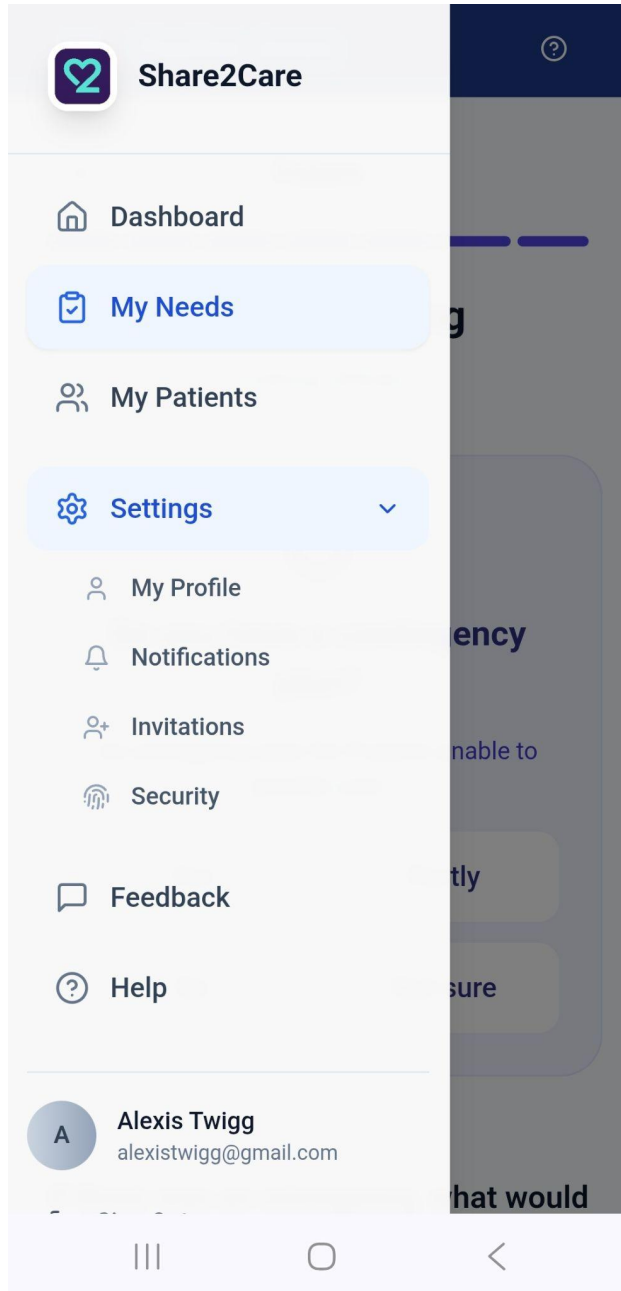
Track conditions and vital signs. Integration with wearables will enable this to be interactive and no need to add in data manually.

Example - Whoop integration has been completed along with other consumer led wearables and home monitoring devices.



### Side menu

Multiple features and functionality to make a fit for purpose consumer led app which is easy to use and no training required.



## Case Study

### West Yorkshire ICB



Covers five local authorities; Leeds, Bradford, Wakefield, Kirklees and Calderdale.



### Brief

The West Yorkshire Unpaid Carers Programme wanted a digital solution that would enable carers to create an online Contingency Plan to replace the current paper system. This digitalised Contingency Plan will be readily available for the emergency services to mitigate the impact of an emergency for those being cared for, the unpaid carers and for the health and social care professionals. Digitalisation will also lead to more unpaid carers developing Contingency Plans.

Requirement was to undertake an integration with NHS Login to authenticate the users and once authenticated the Contingency Plan is shown within the Yorkshire & Humber Care Records.

### Delivery

Care Network has developed a white label App that is accessible to patients 24-7-365 without payment or promotion of paid or private services. The West Yorkshire app has an NHS log-in and integrates with the regional shared care record (YHCR), including acting as a Data Provider.

**This enables healthcare professionals to access relevant emergency details when the unpaid carer is not available or incapacitated - aligns with an NHS pathway.**

## North East London

Commissioned by Newham Council



**North East London**  
**Integrated Care Board**

### Brief

The North East London Integrated Care System initially commissioned an AI-enabled digital portal to support the hospital discharge pathway, with the aim of improving how unpaid carers and carer support workers accessed timely information during and immediately following discharge from acute settings.

Early in delivery, it became clear that the same challenges experienced at discharge — fragmented information, time pressure, and reliance on manual processes — also existed across the wider community. To maximise impact and reach, the scope of the solution evolved from a discharge-only tool into a community-facing AI portal, enabling earlier intervention and ongoing support for unpaid carers beyond the hospital setting.

The resulting solution acts as a single digital front door, supporting both:

Safe and timely hospital discharge, and Ongoing community-based support to help prevent readmission and escalation

This evolution aligned strongly with the shift from hospital to community and from treatment to prevention.

In addition to the core functionality of the Care Networkx app, the white labeled version also signposts users to national support services as well as locally available support and information based on location data.

## Delivery

**Care Networkx** delivered an **AI-powered portal** designed for unpaid carers and carer support workers across North East London.

Key features include:

- A **24/7 AI assistant** providing help, guidance, and intelligent signposting
- Access to **hundreds of accredited data sources**, including NHS, local authority, and VCSE services
- Continuous live improvement, with the AI:
  - Learning from previous interactions
  - Incorporating new and updated information
  - Adapting to service and pathway changes
- Designed to reduce reliance on phone calls, emails, and manual triage

The portal:

- Is free to access
- Does not promote paid or private services
- Is scalable across neighbourhoods and pathways
- Is configurable to local priorities

As a result, North East London has been able to:

- Support unpaid carers earlier in the pathway

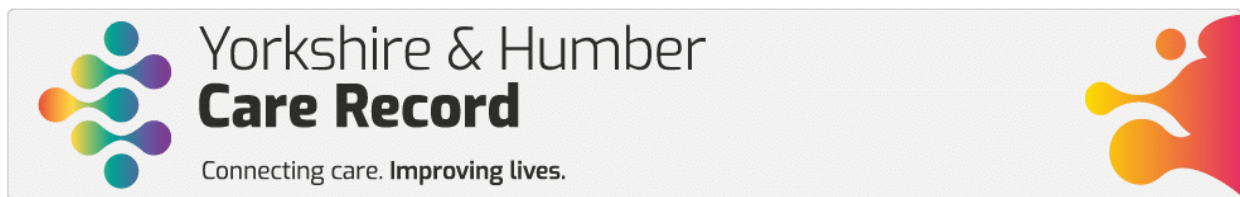
- Reduce pressure on discharge teams and community services
- Improve continuity between hospital and community care
- Extend digital support to a wider unpaid carer population

*The North East London AI Portal demonstrates how a discharge-led digital intervention can successfully scale into a community-wide prevention tool, supporting unpaid carers across the full care journey while reducing system pressure.*

## Integration framework

We are able to offer bespoke integrations and this is discussed on a case per case basis. We also provide existing integrations which are shown below.

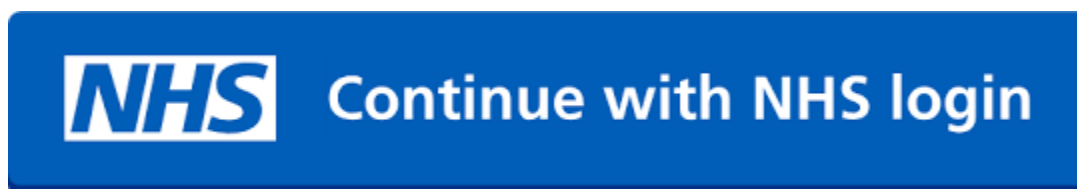
### Yorkshire & Humber Patient Care Records



The Yorkshire and Humber Care Record (YHCR) is a digital shared care record solution that enables citizen information from multiple sources, to be accessed securely and updated in real time, when it is needed by appropriate health and care professionals.

By linking information systems the YHCR enables appropriate health and care staff to access health and care information in real-time at the point of care. At the same time, it can allow citizens to be more actively involved in their own health and wellbeing.

### NHS Login



NHS login allows users access to the app using their NHS login account details.

The user will be:

1. sent from your service to NHS login via the NHS login button
2. authenticated and their ID will be verified if they are a new user
3. returned back to your service with the data you requested

### **Whoop**

WHOOP is a screen-free, 24/7 wearable health coach that tracks your body's Strain, Recovery, and Sleep to provide personalized insights for optimizing performance and long-term health, focusing on physiological data like HRV, RHR, and Respiratory Rate, delivered via a subscription-based app with features like daily coaching and long-term trend analysis. It avoids watch-face distractions, instead providing actionable guidance on how to adjust habits for better sleep, fitness, and stress management, with newer models like the 5.0 offering extended battery life and medical-grade sensor options (MG).

### **Amazon Alexa**

Integration with all Amazon products, smart homes, Echo, along with all their services. Once verification is completed Amazon data can be accessed within the App by selected users.

## Technical

### Certification



Care Networkx was awarded Cyber Essentials accreditation in 2026 and will look to increase this to Cyber Essentials Plus during 2026. All data is processed and stored in dual Tier 3 UK ISO27001 compliant data centres. Care Networkx is working towards gaining ISO27001 certification by 2026.

### Data

## Infrastructure



Care Networkx's infrastructure is based on x2-tier 3 ISO 27001 compliant primary data centres based on Amazon Web Services (AWS) in the UK. This enables our infrastructure to deliver additional scalability and resilience when required.

### Data transfer and encryption

All web sessions are via HTTPS and customers must provide SSL certificates. All sensitive data is protected in transit, during replication and at rest by Blowfish encryption and passwords are not stored in plain text anywhere.

### Vulnerability controls

Care Networkx undertakes OS patching, internal penetration and vulnerability testing. We undertake annual penetration and vulnerability testing using an accredited third party in line with Cyber Essentials compliance.

All networking infrastructure is regularly monitored with senior management notification in real time. All network equipment including firewalls, intrusion detection and DoS prevention systems are hardened, patched and regularly monitored.

### Interoperability and compatibility

- Care Networkx offers open APIs because we believe in ease of integration.
- Integration via API is an added value service but access is provided by Care Networkx.
- Where an API is not available/an option for the customer, Care Networkx is able to integrate using
- Web Services and scheduled exports of CSV files sent via zip/email or SFTP.

## Compliance

Care Networkx's comprehensive reporting and automation deliver confidence for privacy and compliance.

Care Networkx is entirely GDPR compliant, including all software, processes and functions. Indeed a significant reason that customers engage with Care Networkx is to heighten their GDPR compliance levels.

Care Networkx is DTAC compliant and undergoes regular meetings with our independent Clinical Safety Officer.

We abide by the following rules and regulations set by NHS England: -

<https://transform.england.nhs.uk/key-tools-and-info/digital-technology-assessment-criteria-dtac/>

Compliant with The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 (see <http://www.legislation.gov.uk/ukxi/2018/852/contents/made>).

Compatible with devices and software used by the visually impaired in line with the Accessible Information Standard (<https://www.england.nhs.uk/ourwork/accessibleinfo/>).

Configurable with non-English language options.

## Support

We pride ourselves on delivering superb customer support. Our UK based Customer Support team is available from 9:00 - 5:00 Monday - Friday excluding bank holidays.

## Additional Functionality

Due to how the platform is built we are able to build bespoke functionality to suit different pathways. Each new module can be discussed with the client to fully gain scope. We have our own in-house developers, designers and AI experts.