

Scalable Back-Office Support Enabling Expansion for a Growing Care Operator



Geography

United Kingdom

Industry

Residential and Elderly Care

Services

Accounting & Payroll

Client Tenure

10 Months

Case Study Period

8 Months

Client Profile:

A regional care home operator managing a single home aimed to expand its footprint across new locations. While the business had strong occupancy and a solid reputation for care quality, its internal accounting capacity could not scale at the same pace as its operational ambitions.

Client Objectives:

- Lack of scalable financial systems to support new home openings.
- Increasing compliance requirements and reporting complexities with each new entity.
- Limited internal expertise in managing payroll, VAT, and multi-entity accounting.
- Need for centralised oversight without losing control of individual site performance.

Solutions:

- Created a shared accounting structure covering all homes while retaining individual-level reporting.
- Supported compliance across VAT, payroll, and statutory requirements.
- Introduced standardised templates and reporting dashboards for consolidated visibility.
- Provided ongoing advisory support for cash flow forecasting and investment planning.

Impact:

- Seamless scalability: New homes integrated effortlessly into a unified, standardised finance system.
- 2x faster reporting cycles through shared dashboards, automation, and consistent financial structures.
- 40% improvement in data accuracy with automated reconciliations and harmonised charts of accounts.
- 35% reduction in finance resource dependency, enabling leaner operations and stronger cost efficiency.
- Enhanced governance and confidence, giving leadership and investors full transparency across expanding operations.