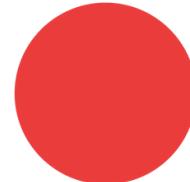


Strengthening Compliance and Audit Readiness for a Care Home Group



Geography

United Kingdom

Industry

Care Homes & Residential Care

Services

Compliance

Client Tenure

8 Months

Case Study Period

6 Months

Client Profile:

A leading regional care home operator with multiple facilities across the UK was struggling to manage increasing compliance and reporting demands. Frequent audits, changes in regulatory standards, and complex staff entitlement calculations placed continuous pressure on their in-house finance and operations teams.

Solutions:

- Centralised all compliance-related financial data, ensuring uniform reporting across all care homes.
- Automated reconciliation workflows for payroll, subsidies, and VAT to reduce manual errors.
- Developed audit-ready documentation templates with version control and digital traceability.
- Set up a compliance calendar with reminders for statutory filings, audits, and inspections.
- Provided periodic internal reviews, identifying compliance gaps before audits.
- Aligned financial reporting with regulatory bodies' expectations (CQC, HMRC, local councils).

Client Objectives:

- Frequent audit observations** due to inconsistent financial records across multiple homes.
- Manual tracking** of payroll, tax submissions, and staff benefits, leading to data discrepancies.
- Difficulty maintaining compliance** with HMRC, CQC, and local authority financial standards.
- Lack of clear audit trails** for expenses, subsidies, and resident billing adjustments.
- Limited bandwidth** of internal teams to manage documentation and submission timelines.

Impact:

- 100% on-time statutory compliance:** All filings and reports were submitted accurately and on schedule, eliminating missed deadlines and last-minute submissions.
- 3x improvement in compliance visibility:** Consolidated dashboards provided real-time oversight of CQC, HMRC, and council reporting metrics for management.
- 60% reduction in audit queries:** Standardised documentation and version-controlled records improved transparency and audit preparedness.
- Reduced administrative workload:** Automated workflows and unified reporting minimised manual effort, freeing teams for strategic tasks.
- Enhanced governance and confidence:** Leadership, auditors, and regulators gained renewed trust in the organisation's financial accuracy and accountability.