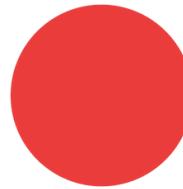


Financial Clarity and Operational Control for a Care Home Group



Geography

United Kingdom

Industry

Care Homes & Residential Care

Services

Accounting & Compliance

Client Tenure

8 Months

Case Study Period

6 Months

Client Profile:

A well-established care home group operating multiple residential facilities across the UK sought to strengthen its financial visibility and improve operational control across sites. The management team faced growing challenges in maintaining accuracy and consistency in their accounting and reporting processes while balancing care quality and regulatory compliance.

Solutions:

- Implemented a structured and centralised accounting process covering bookkeeping, accounts payable/receivable, payroll, and management reporting.
- Streamlined reconciliation and reporting cycles, ensuring consistency across all homes.
- Introduced monthly management packs with key performance insights to support operational decisions.
- Offered consultancy support to align accounting data with occupancy, staffing, and compliance metrics.

Client Objectives:

- Lack of real-time visibility into financial performance across homes, leading to reactive decision-making.
- Repetitive manual tasks and data duplication slowing down month-end closing.
- Limited in-house resources and increasing complexity as operations expanded.
- Difficulty aligning on-site operational data with central financial reporting.

Impact:

- Improved financial visibility and control across all homes through accurate, real-time reporting and clear variance tracking.
- Faster and more efficient month-end cycles, achieving a 33% reduction in close time with centralised accounting and automation.
- Streamlined operations and reduced administrative workload, cutting manual effort by 25% and freeing finance teams to focus on strategic initiatives.
- Enhanced decision-making confidence with reliable cash flow insights, budget forecasts, and occupancy performance data, helping achieve a 60% occupancy rate.
- Stronger alignment between finance and operations, creating a transparent, predictable financial environment where the back-office functions as an extension of leadership.