

## Silver Birch Care - Reducing admin to focus on care

The care sector can be a difficult balancing act between providing top-quality care together with cost-efficient fees but Silver Birch is a great example of a business doing just that.

But keeping costs low doesn't happen by magic, in fact, the Senior Management Team work hard to ensure that they reduce admin expenses and are able to devote as much of their resources to providing front-line staff for their clients. It was for this reason that Senior Manager Abs Latif contacted Caxton to enlist our help with their care staff expenses system. Could we do better than forms and spreadsheets?

### Analysing paper reports is really hard

Silver Birch was set up to support families by providing top quality in-home or live-in care for people aged 16 upwards and a number of residential semi-independent homes.

The company has a large number of frontline staff who incur expenses on a daily basis on behalf of the company, their homes and their clients. Previously, Silver Birch operated a spreadsheet/paper form system with petty cash.

This meant that carers had more admin work to do in addition to their care duties and back at base, the finance team had to spend time manually entering data, reconciling payments and making good the petty cash advances.

Not only was the expenses system incredibly inefficient and time-consuming it was also really difficult to understand the detail and run any kind of reporting. As Abs Latif said, "It took a long time to enter the data into our accounting system and if we wanted to run any kind of analysis that meant a great deal of manual analysis work".

### Caxton's business expenses cards - an all-in-one solution

When we spoke with Abs we could see that there were essentially three problems; the time it took to gather data, the effort needed to analyse it and the security of cash payments. We supplied the business with more than 30 Caxton payment cards all linked to the main account, giving home managers, senior staff and frontline carers the ability to pay directly for goods and services without needing to draw down cash.

It is fair to say that Abs was immediately impressed with the speed of services, as he notes "The Caxton Corporate card is great, we managed to open the Silver Birch Care account within one day."

[caxton.io/expense-management](https://caxton.io/expense-management)



### Their challenges

- Manual processes an admin burden
- Paper receipts process
- Lecturers needing reimbursement for school expenses

### Our solutions

- A fully integrated, automated expense system
- An easy-to-use app to log expenses
- Real-time tracking of staff spending



“

I love being able to see instantly the state of play in real-time. Plus our finance guys really appreciate not having to carry out manual reconciliations!

**Abs Latif**  
Senior Manager at  
Silver Birch Care

Our Customer Success team helped Silver Birch integrate Caxton with their accounting platform as part of an automated expense system, meaning that each purchase went directly into their records and was automatically coded.

This immediately removed the need to either draw petty cash or for staff to use their own money to pay for business expenses and gave the finance team a single dashboard where spending could be analysed in real-time.

## A true transformation

So what did Silver Birch gain from the project?

The first benefit is that staff can now spend anywhere they need to, scan and categorise receipts in the Caxton app which means that people can spend their time focusing on care rather than admin.

The big win though was the amount of time that the finance team gained through having a fully integrated and automated system.

Expenses are brought straight into the general ledger accurately, correctly coded, dated and needing no manual input.

And for Abs, the ability to be able to understand instantly what the cash flow impact was, where money was being spent and how was a great plus.

"I love being able to see instantly the state of play in real-time. Plus our finance guys really appreciate not having to carry out manual reconciliations!"

## Reducing admin to focus on care

As we have seen the reduction in administration for both frontline staff and back office teams has been a real winner for Silver Birch.

Carers can forget administering paper forms and concentrate on providing the first-rate care that Silver Birch has become known for while managers can gain full visibility over the spend right down to individual card level.

Adopting the Caxton expenses card and app has been a transformative experience for the company and sets Silver Birch up for many more years of growth and happy clients.

**If you're ready to reduce inefficiencies and lower the cost of your payments, why not book a quick call?**

[Book a call](#)

[caxton.io/expense-management](https://caxton.io/expense-management)



**All of your business payments, expenses, and currency accounts in one place**



Expense Management



Payroll Payments



International Payments



API Solutions



Supplier Payments



Embedded Payments