



Partners in Care (SW) Ltd

CUSTOMER PROFILE

Partners in Care are a small family run domiciliary care agency established nearly 30 years ago. They are based in Topsham, close to Exeter in Devon. Partners in Care provide care in the community to the frail and elderly in their own homes and pride themselves on the care we give enabling clients to stay at home for as long as they wish.

BUSINESS CHALLENGE

Keeping up with legislation, calculating irregular hours and a retirement meant that payroll had become a Managed Payroll.

SOLUTION USED

IRIS Managed Payroll

Who are Partners in Care?

Partners in Care have 22 employees – consisting of 21 care staff and one care co-ordinator. Rounding out the company is Chris Elvin, Company Director, and Sharon Elvin, Registered Care Manager. We sat down with Sharon to discuss the challenges they face running a payroll in the care industry, and how IRIS Managed Payroll improved the way they work.

What does a day look like for you?

As registered Care Manager, I'm responsible for running the day to day business including assessing clients to create a comprehensive care package, recruitment and management of staff, liaising with other health professionals and general tasks associated with our office.

What was it like running payroll for Partners in Care?

We often faced challenges in keeping up to date with legislation – particularly in Auto Enrolment. We also had trouble in receiving carers' time sheets on time to calculate their irregular hours. Carers work every day of the week, 365 days of the year, however most payroll systems are based on a 9 to 5, five days a week method.

When did you move to IRIS Managed Payroll?

We've been using IRIS Managed Payroll since April 2016.

Our Company Director, who has now semi-retired, used to do the payroll. As I have not had any training in payroll systems, she felt that I had enough to do without taking on the payroll and the associated legislation etc.

On top of this, the pensions' Auto Enrolment scheme was an added complication and we decided to outsource. We'd previously used IRIS GP, so the IRIS Managed Payroll service was the obvious choice.

How has IRIS Managed Payroll changed the way you work?

We no longer have to worry about new legislation or changes. The changeover was very smooth and being able to give the carers' hours on a spreadsheet each month to receive pay records and payslips by return is fantastic.

How do you find working with your personal account manager in IRIS Managed Payroll?

We have an excellent relationship with our IRIS Account Manager and have found that their help and flexibility is a great support. She answers any queries we may have in record time. For example, at Christmas we like to pay our carers' before Christmas Eve so we had to change the pay day, this was no problem for IRIS. They are very helpful and very efficient.

Would you recommend IRIS?

We have been very happy with the service we receive from IRIS. Their payroll is easy and efficient and always on time. They are helpful with any queries and are happy to make changes if necessary.