

CONNECTED PEOPLE OPERATIONS FOR HEALTH AND SOCIAL CARE





When continuity, compliance and compassionate care depend on getting the right people in the right place at the right time, connected HR, Workforce Management and Pay helps providers reduce friction, protect safe staffing and strengthen employee experience across every service.

Unlimit what's next for people and performance.

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THE PEOPLE HEALTHCARE CHALLENGE

In the health and social care industry, workforce pressure is never only an internal operations issue, because every rota gap, payroll query, onboarding delay or compliance lapse can affect service continuity, colleague confidence and the day-to-day conditions in which care is delivered.

When HR, scheduling and pay do not flow together, managers and central teams spend too much time correcting, chasing and reconciling when their focus should be on safe, stable delivery.



EVERY SHIFT HAS A PEOPLE EQUATION: THE DAY-TO-DAY REALITY

Care organisations are managing services that run around the clock, across homes, branches, wards, clinics and community settings, often with mixed staff groups, variable hours and role-specific compliance obligations.

In adult social care, the vacancy rate is still three times that of the wider economy, and the sector will need 470,000 more posts by 2040, which underlines how closely workforce resilience and service resilience are now linked.

WHERE THE PRESSURE BUILDS

RECRUITMENT AND RETENTION REMAIN STRUCTURAL PRESSURES

Providers are trying to attract and keep scarce care and clinical talent in a labour market where continuity matters, turnover remains a persistent concern, and domestic supply is not keeping pace with future need. Nearly one in four care workers leave their role each year and the independent-sector turnover rate stood at 24.7% in 2024/25. The sector needs stronger visibility of role readiness, skill coverage and workforce risk before gaps affect operations.

INTERNATIONAL HIRING HAS BECOME MORE COMPLICATED

International recruitment still matters for many providers, but the July 2025 immigration rule changes raised the skills threshold for Skilled Worker and Health and Care visas to RQF 6 and closed overseas applications for care workers and senior care workers. As overseas hiring becomes more constrained, delays in right-to-work checks and onboarding can have greater operational impact, extending vacancies, increasing agency reliance and putting additional pressure on already stretched teams. Providers need stronger control over onboarding, right-to-work status and time-sensitive workforce documents.

SCHEDULING DECISIONS CARRY CARE, COMPLIANCE AND COST CONSEQUENCES AT ONCE

In social care and independent healthcare, managers are balancing safe staffing, redeployment, rota gaps, agency reliance and budget pressure all at the same time. The practical challenge is not simply filling the shift, it is filling it safely, with the right skills, in the right setting, and with enough confidence that service quality and workforce trust are protected.

PRIVATE HEALTHCARE CAPACITY IS GROWING, WHICH INCREASES WORKFORCE COMPLEXITY AS WELL AS OPPORTUNITY

Independent healthcare providers are under pressure to expand patient access while managing more complex workforce models. Following the January 2025 NHS and independent sector partnership agreement, the sector has capacity to deliver an additional one million appointments a year for NHS patients and is already providing 10 percent of all NHS elective care. That growth demands workforce systems that can scale with control.



THE OPERATIONAL COST OF FRAGMENTATION

When people processes sit in different systems, health and social care organisations lose time, confidence and control, because changes made to keep services staffed do not always flow cleanly into governance, payroll and workforce records. In regulated environments, that disconnect affects not only efficiency but also employee trust and inspection readiness.

MORE EMPLOYEE QUERIES AND ADMIN RERUN

Take, for instance, a care home administrator updating an absence and a shift change late in the day, only for the information not to appear consistently across roster, HR and payroll records. HR and payroll then have to spend time checking documents, validating hours and correcting outcomes that should have updated automatically.

MORE TIME SPENT MANAGING ROTA GAPS AND REDEPLOYMENT MANUALLY

For instance, a home, ward or clinic may suddenly need cover, but managers cannot instantly see who is available, appropriately trained and safe to deploy. Rescheduling then becomes a manual exercise across calls, spreadsheets and local knowledge, which adds delay at exactly the point services need quicker action.

PAYROLL ERRORS CAUSED BY DISCONNECTED UPDATES

For example, a supervisor may approve an enhancement, overtime or bank shift change to keep care covered, but if that update does not flow through cleanly into payroll, the result is rework for the payroll team and frustration for the employee who sees a pay outcome that does not reflect what they actually worked.

A POORER EMPLOYEE EXPERIENCE IN ALREADY PRESSURED SERVICES

Let's say, for example, that a frontline colleague needs to check an updated rota, understand a payslip change and find a key workforce update before the next shift. When that information is difficult to access or inconsistent across systems, avoidable friction builds quickly, adding more queries for HR and payroll teams and making it harder to strengthen engagement in sectors where talent is scarce and turnover pressure is persistent.

INTRODUCING ZELLIS FOR CARE ORGANISATIONS

Zellis brings together the moments that matter across the workforce journey, from onboarding, right-to-work and role readiness through to rota planning, time capture and pay day, helping leaders improve coverage, governance and day-to-day workforce visibility across care homes, community services, hospitals and clinics.

WHAT YOU GAIN WITH ZELLIS



SAFER ROSTERING AND FASTER ACTION ON STAFFING GAPS

Health and social care managers need to see rota gaps, availability and deployment options quickly, particularly when continuity of care depends on earlier intervention rather than last-minute firefighting. Zellis helps teams build rotas with real-time visibility across homes, sites, wards and clinics, making it easier to maintain safe staffing levels and adjust faster when pressure builds.



ACCURATE PAY FOR COMPLEX, SHIFT-BASED TEAMS

Variable hours, enhancements, mixed staff groups, frequent policy change and organisational growth all make payroll more complex in this sector. Zellis already processes more than 29 million payslips per year. So we know how to help payroll teams run with stronger controls and clearer auditability, while reducing the risk of errors that damage trust and create rework across already stretched teams.



OPERATIONAL HR THAT SUPPORTS GROWTH, ACQUISITIONS AND CHANGING SERVICES

Service expansion, acquisitions, new contracts and role growth can all increase the burden on HR operations, especially when compliance obligations vary across roles and locations. Zellis helps simplify onboarding, document handling, right-to-work tracking and workforce record management, so care providers can scale people processes without scaling manual effort.



Our Workforce Management will truly be transformed with the implementation of Zellis; we can't wait to leave endless Excel spreadsheets and printed rotas behind. People are at heart of what we do, and it is people we want to spend our time on, not admin. And with everything being in one place, we don't only save time in avoiding folders upon folders, but our sensitive data feels secure – making a world of difference to our peace of mind. We're excited for the teams at PossAbilities to embrace Zellis.

Freya Bleakley, HR Director
PossAbilities



COMPLIANCE CONFIDENCE THAT IS EASIER TO EVIDENCE

In regulated services, leaders need to evidence checks, documents and mandatory requirements with less manual effort and better consistency. Zellis helps track and maintain the workforce records that matter for safeguarding, vetting, right to work, training and readiness, so inspection preparation feels less like a periodic scramble and more like part of the everyday operating rhythm.



A BETTER FRONTLINE EMPLOYEE EXPERIENCE THAT SUPPORTS RETENTION

Frontline colleagues in care and healthcare settings are rarely sitting at desks, yet they still need simple access to rotas, payslips, key updates and everyday requests. Zellis gives them mobile access to the information they need while reducing avoidable friction and query volumes, which helps strengthen engagement in environments where managers and central teams have limited time to spare.



FINANCIAL WELLBEING THAT STARTS WITH CLEARER PAY

Where pay can vary through enhancements, overtime, bank shifts and absence, understanding the payslip matters almost as much as receiving it on time. Zellis supports this with intelligent payslips, payroll FAQs, interactive payslip views and the option to integrate financial wellbeing tools such as earned wage access, budgeting and savings support, helping employees feel more confident while reducing payroll queries.

WHAT TEAMS GAIN, SHIFT AFTER SHIFT

The strongest gains in this industry are the ones that reduce friction every week, strengthen control before problems escalate and make it easier for each team to protect continuity, compliance and colleague trust at the same time.



FOR HR TEAMS

- Automate onboarding, right-to-work validation and workflow-based compliance activity, supporting consistency across services without adding more administration.
- Keep training, qualification and workforce records in one place, with less dependence on disconnected folders, inboxes and spreadsheets.
- Communicate updates more consistently to dispersed teams who may work across homes, clinics, wards or community services rather than central offices.

FOR PAYROLL TEAMS

- Run payroll with stronger controls in environments shaped by variable hours, enhancements and mixed workforces.
- Use real-time payroll capabilities, clearer validation and better exception handling to reduce rework and strengthen audit readiness.
- Protect employee trust through more accurate pay outcomes and better visibility of the factors driving pay changes.

FOR OPERATIONAL LEADERS

- Gain clearer visibility of rota gaps, staffing risk and workforce availability across services, helping teams act earlier on shortages and reduce disruption to care continuity.

- Reduce reliance on reactive staffing decisions by improving planning, redeployment and coverage visibility across sites and settings.
- Improve line of sight into people spend and staffing pressure so service and budget decisions can be made with greater confidence.

FOR MANAGERS

- See gaps earlier, make rota adjustments faster and maintain safer staffing levels with better visibility of availability and coverage across services.
- Spend less time chasing records, checking status and handling avoidable admin, and more time supporting teams and service quality.
- Use workforce information in a way that is practical for homes, branches, wards and clinics, rather than relying on disconnected records and local workarounds

FOR EMPLOYEES

- Access rotas, payslips and key updates more easily through mobile-friendly self-service, with less uncertainty and fewer avoidable points of friction.
- Understand pay better through clearer payslip information and practical support that strengthens confidence rather than generating more questions.
- Feel more connected to the organisation through simpler access to the day-to-day information needed to work confidently across shift-based care settings.

BUILT FOR HEALTH AND SOCIAL CARE COMPLEXITY AND COMPLIANCE



DESIGNED FOR THE WAY REGULATED SERVICES ACTUALLY OPERATE

Care organisations span a wide set of operating models, from care homes and domiciliary care through to clinics, hospitals, community services and specialist providers, and those organisations are often managing mixed staff groups, multiple sites and changing demand inside a heavily scrutinised environment. Zellis is designed to support that reality through connected workforce operations, stronger governance and a simpler day-to-day experience for managers and colleagues.



DESIGNED FOR WORKFORCE COMPLEXITY ACROSS SITES AND ROLES

From multi-location groups to mixed staff groups and changing demand, Zellis supports the structures and operational realities that care and independent healthcare teams manage every day. That includes the need to plan by role, site and service, while keeping clear visibility of who is available, who is compliant and where staffing risk is building.



Our priority has been to give teams across Care UK a platform that supports consistent, compliant processes at scale, while also making day-to-day HR and payroll tasks easier for colleagues, managers and care home administrators; the implementation of Zellis is an important milestone in that journey.

Peter Pender, Head of Business Systems and Information Security Management
Care UK



COMPLIANCE THAT IS EASIER TO PROVE

Regulated services are expected to show evidence of checks, training, right-to-work and workforce readiness, and that becomes far harder when records are scattered across shared drives, inboxes and local trackers. Zellis helps providers maintain clearer, more auditable records so readiness is easier to demonstrate with far less manual effort.



PRIVATE HEALTHCARE GROWTH WITHOUT LOSING CONTROL

Independent healthcare is seeing sustained demand growth and closer partnership with the NHS, with private admissions hitting new highs and the sector expected to provide additional capacity for NHS patients. As providers add services, locations and workforce complexity, the need for stronger people processes and systems becomes more immediate, not less.



REAL-TIME VISIBILITY THAT SUPPORTS SAFER DECISIONS

In the care industry, better staffing decisions depend on seeing issues sooner, whether that means rota gaps, readiness risks, people spend or unusual pay outcomes. Zellis helps leaders and managers act faster on those pressures across homes, branches, wards and clinics, with a more connected view of workforce operations.



INTEGRATION THAT FITS THE WIDER ENVIRONMENT

Health and social care organisations rarely operate with a single system landscape, particularly where legacy systems, service growth and local processes have created complexity over time. Zellis offers open APIs and a connected platform approach to help providers integrate more effectively with existing business systems as they modernise.

REAL STORIES, REAL RESULTS

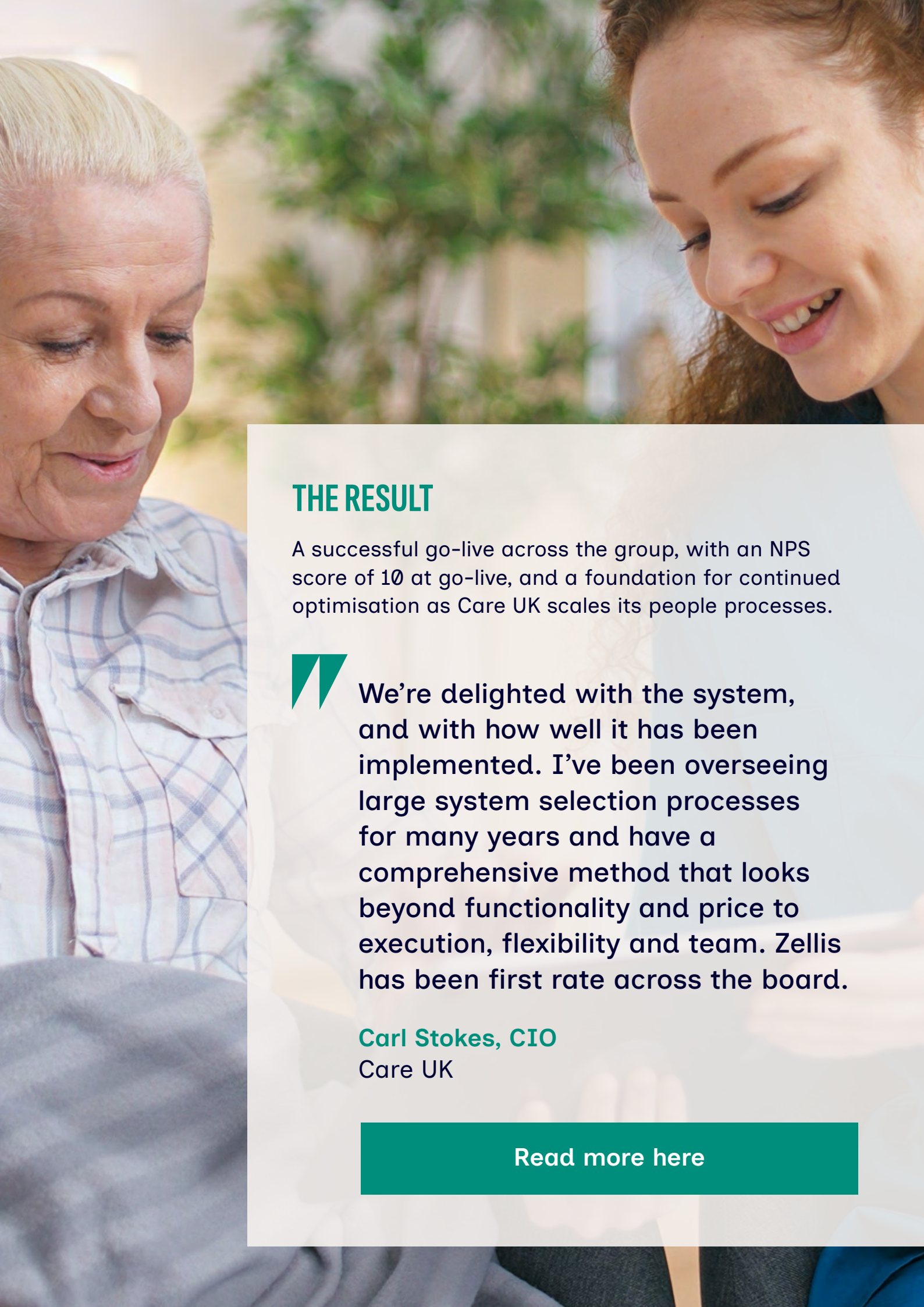
WHY CARE UK CHOSE ZELLIS TO MODERNISE HR AND PAYROLL

Care UK is one of the UK's leading residential care providers, delivering care to more than 16,000 families across England, Scotland and Wales. Following a comprehensive selection process, Care UK partnered with Zellis to bring a new HR and payroll system to care homes nationwide, replacing a legacy platform that had become increasingly difficult to maintain.

By adopting Zellis, Care UK has taken a major step towards simplifying HR and payroll operations across the organisation, with a platform that:

- Provides consumer-grade self-service, enabling colleagues and managers to access and manage their own information more easily.
- Delivers real-time payroll processing, helping Care UK maintain up-to-date calculations while enabling validation and checks throughout the pay cycle.
- Strengthens compliance and risk management, with built-in controls and automation supporting areas such as National Minimum Wage checks and right-to-work requirements.
- Enables secure, consistent collaboration with care homes through the Zellis Portal, providing a dedicated channel for structured submissions.
- Provides advanced analytics through embedded Power BI dashboards, giving HR, payroll and finance teams richer visibility, faster reporting and improved decision making.
- Introduces intelligent automation, helping reduce repetitive work across onboarding, changes and leavers, while streamlining routine administration.





THE RESULT

A successful go-live across the group, with an NPS score of 10 at go-live, and a foundation for continued optimisation as Care UK scales its people processes.



We're delighted with the system, and with how well it has been implemented. I've been overseeing large system selection processes for many years and have a comprehensive method that looks beyond functionality and price to execution, flexibility and team. Zellis has been first rate across the board.

Carl Stokes, CIO

Care UK

[Read more here](#)

SERVICES DESIGNED TO SUPPORT YOUR PEOPLE AND OPERATIONS

Care organisations need more than a system go-live, because change in this sector is shaped by regulation, workforce pressure, acquisitions, service expansion and the practical realities of supporting dispersed frontline teams. Zellis services combine technology, consultancy and managed expertise to help providers implement smoothly, reduce risk and keep improving over time.





ADVISORY SERVICES

Guidance to align HR, payroll and workforce operations with regulated care requirements, private healthcare complexity and demanding shift-based environments.



PROGRAMME IMPLEMENTATION SERVICES

Structured rollout for multi-site, mixed workforce environments, with configuration shaped around governance, workforce visibility and operational consistency.



TECHNOLOGY-ENABLED SERVICES

Managed expertise that helps keep pay accurate, processes efficient and workforce operations running smoothly as services expand, diversify and change.



CONTINUOUS IMPROVEMENT

Ongoing optimisation, reporting and insight that help reduce admin effort, improve workforce visibility and support better planning across homes, clinics, wards and community settings.

THE ZELLIS DIFFERENCE



BUILT FOR THE REALITIES OF REGULATED, SHIFT-BASED CARE

Zellis brings HR, Workforce Management and Pay together in one AI-enabled platform, helping care providers and independent healthcare organisations run more connected workforce operations, with better insight for leaders and a simpler day-to-day experience for managers and colleagues.



A PLATFORM THAT HELPS CARE TEAMS FOCUS ON CARE

Manufacturers across the UK have selected Zellis to help centralise HR, scheduling and pay, improve workforce visibility, and give employees easier access to the information they need through mobile-friendly experiences.



MAINTAIN SAFE STAFFING ACROSS EVERY SERVICE

With multi-site care groups and changing service demand, Zellis supports the operational structures care organisations manage every day. That makes it easier to standardise without reducing the flexibility local services need.



STAY INSPECTION-READY WITH LESS ADMINISTRATIVE BURDEN

With regulated services under ongoing scrutiny, standardised records, better document control and clearer oversight of workforce readiness make compliance easier to evidence and less dependent on manual workarounds.



SPOT STAFFING RISKS BEFORE THEY AFFECT CONTINUITY OF CARE

Leaders gain clearer visibility of people spend and staffing risk, while managers can act faster on gaps, redeployment needs and operational pressure across homes, branches, wards and clinics.



GIVE FRONTLINE TEAMS THE TOOLS TO STAY ENGAGED AND SUPPORTED

Mobile self-service reduces friction for frontline teams by making key information easier to access, while also reducing the volume of reactive queries that pull HR and payroll teams away from higher-value work.



REDUCE PAYROLL QUERIES AND IMPROVE PAY CONFIDENCE

Intelligent payslips help explain changes and deductions in plain English, while integrated financial wellbeing tools help employees build greater confidence in an environment where pay understanding and financial resilience matter to retention as well as trust.

TAKE THE NEXT STEP

Bring greater clarity, continuity and confidence to your health and social care workforce operations with connected HR, Workforce Management and Pay built for the realities of regulated, shift-based services. When people processes run more cleanly behind the scenes, leaders gain better grip on staffing risk, managers regain time and colleagues experience the kind of support that helps them stay engaged and focused on care.

[BOOK A DEMO](#)

UNLIMIT
WHAT'S
NEXT 

The logo graphic for "Unlimit What's Next" consists of a white triangle pointing to the right, with a stylized 'X' or 'Z' shape inside it.