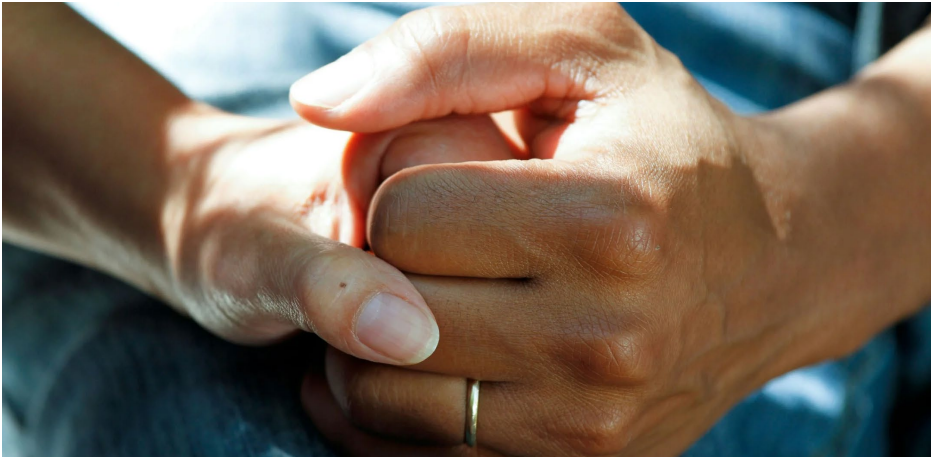


*DocuWare allows LJM Homecare to manage their HR workflow in one place, creating a single source of truth that keeps every step clear, compliant, and consistently moving forward.*



**Sarah Homer, Head of Operations,  
LJM Homecare, Midlands,**  
**uses a purpose built DocuWare HR workflow  
to streamline the new employee journey from  
application through to the probationary hiring  
period:**

“Our HR workflow is now clear, compliant, and effortless to manage. Every step is organised and trackable in one place. If it’s not on our DocuWare system, it hasn’t happened.”



- Location:** United Kingdom  
**Industry:** Health and social care  
**Deployment:** Cloud  
**Department:** HR

**LJM Homecare is a homecare company offering bespoke care to enable people to remain in their own homes and be as independent as possible. With ~320 employees and offices in Brierley Hill and Lincoln, the company currently has approximately 400 clients, including long-term contracts with Lincoln County Council and Dudley Council.**

In 2023, LJM Homecare began working with DocuWare to solve a growing challenge: their HR process for new starters had become messy, slow, and difficult to manage. "We needed a system that could take us smoothly from application to the probationary hiring period - that's where we were struggling. So, we asked, can you build an HR system that does it all?" said Sarah Homer, Head of Operations at LJM Homecare.

Before the system, HR processes were fragmented. Paperwork lived in different places, emails bounced between multiple people, and no one had a clear view of what had been completed or what was still outstanding. Simple tasks turned into long administrative chains, and there was no single source of truth. LJM Homecare needed structure, consistency, and an automated workflow that didn't rely on chasing information.

*"We needed a system that could take us smoothly from application to the probationary hiring period hiring - that's where we were struggling."*

Working closely with their DocuWare Partner, a unified HR workflow was built to handle every step from application right through to probation. A candidate submits a live application through the LJM Homecare website, which drops directly into the system. With one click, the team sends a pre interview form to collect DBS and reference details. Once returned, the system issues interview dates, allows the team to book the interview, and records the final decision. Every step automatically builds a digital staff file, keeping all information organised, trackable, and in one place. LJM Homecare currently has over 800 files stored in its DocuWare HR workflow.

"It's so easy. It's been purpose built so you have to follow the workflow," Sarah explained. Instead of chasing updates, the team can instantly see what's complete and what's missing. Tasks that once required multiple emails are now handled with single button actions. As Sarah put it, "It just comes into the workflow, we check it, we click in, it's done and dusted." The HR system saves time, reduces stress, and keeps everything moving in one organised flow.

This wasn't an off the shelf product - it was shaped directly by and for the people who use it. "We designed the system together with our

*"We designed the system together - every feature was trialled by the whole team."*

DocuWare Partner,” Sarah said. “Whenever one of us trialled a feature, we were all part of that trial.” Staff from different roles tested each stage, refining what worked and adjusting what didn’t. Training became part of development, ensuring the final system matched the real world needs of the business. From the first conversation to going live, the full DocuWare HR workflow was completed in just six weeks.

The cloud-based system gives LJM Homecare staff the flexibility and security to access up to date HR records whether they’re at either branch or working remotely. The workflow is industry compliant. Requirements from bodies like CQC, including three references and a completed DBS check, are enforced automatically. If mandatory checks are missing, the workflow simply won’t progress, ensuring compliance is maintained without manual oversight. “If it’s not on our DocuWare system, it hasn’t happened,” said Sarah.

*“It’s so easy. It’s been purpose built so you have to follow the workflow.”*



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