

# Digital and technology



Digital transformation played a limited but important role in Sheffcare's recruitment overhaul.

## Overview of actions

### Choosing the right digital solutions

- **Digital tools for efficiency** – Platforms like DocuSign (contracts) and uCheck (DBS checks) were selected for being reliable, easy to use, and compatible with existing systems. This reduced onboarding delays and ensured compliance.
- **Real-time tracking** – Shared spreadsheets and applicant check-lists enable the central HR team to monitor recruitment progress transparently and maintain continuity.
- **Practical approach to digital investment** – Sheffcare demonstrates that simple, well-integrated tools can deliver high impact when chosen for scalability, operational fit and alignment with workforce goals.

**“Introducing spreadsheets and a basic applicant database gave us visibility and consistency. It started simple, but those systems became the backbone for managing recruitment across all homes.”**

**Merewyn Scafe**, Director of HR, Sheffcare

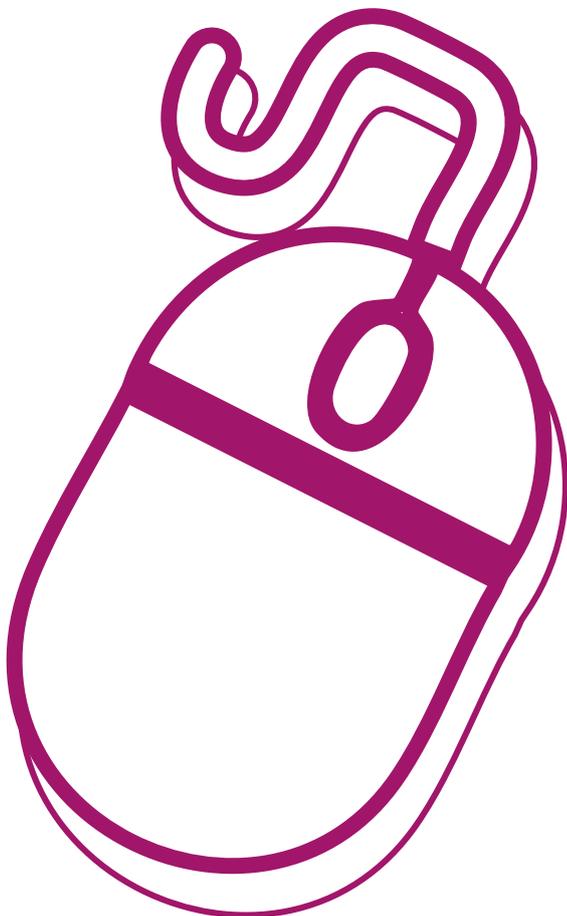


# Building digital confidence

- **Digital confidence embedded in onboarding** – New starters receive hands-on training during induction on essential systems such as payroll, internal communications and person-centred care software to reduce anxiety and build competence from day one.
- **Culture of openness and learning** – Ongoing support, clear guidance and responsive help ensure staff embrace technology rather than resist it, unlocking its full potential and improving engagement.

# Technology-driven efficiencies

- **Operational efficiencies through technology** – Centralised tracking systems reduce duplication, streamline communication and improve time-to-hire, cutting recruitment churn and administrative burden.
- **Reinvestment and scalability** – Savings are reinvested into staff development and retention initiatives, showing how simple, scalable digital practices can drive cost-effectiveness and quality improvement for providers of all sizes.





## Key decisions

- Digitised pre-employment processes by moving contracts, DBS checks and required documentation online to speed up onboarding and improve accuracy.
- Embedded digital confidence during induction by giving new starters hands-on support with essential systems so they feel capable from day one.

## Key learning

Digital transformation worked best when simplicity and usability were prioritised over complexity, supported by hands-on training.

- **Choose simple solutions** – Selecting straightforward, reliable tools proved more effective than investing in advanced platforms that added unnecessary complexity.
- **Integration and scalability matter** – Tools that aligned with existing systems and could scale easily delivered faster onboarding and compliance without disrupting day-to-day operations.
- **Confidence through practical training** – Embedding digital skills into induction reduced anxiety, improved engagement and ensured staff could use systems confidently from day one.