

# Health & Social Care Discharge Support Pack

19<sup>th</sup> January 2023: Commercial

For further information & technical assistance,  
please contact the Capacity Tracker Support Centre

T: 0191 691 3729

E: [necsu.capacitytracker@nhs.net](mailto:necsu.capacitytracker@nhs.net)

Register here: <https://capacitytracker.com>

# Changes that can help make the difference....

- Changes have been made to the vacancy information collection from all CQC Registered **Care Homes** – the system now enables providers set out increased granularity on vacancies that helps make visible those vacancies that are ***available to take new admissions***
- Existing functionality enables providers to declare whether they offer ***short stay/step down*** services and integrated analytics in the Capacity Tracker provide visibility of these locations/vacancies
- Reasons why vacancies are not available to take admissions are also provided to aid the broader 'System' understand the pressures, i.e., staffing levels, staff vacancies, safeguarding, Covid or other health outbreak and help target support quickly and appropriately
- Circa 260 **Community Rehabilitation** providers are also updating their vacancy information **daily** (Letter to providers from Amanda Pritchard requested daily updates Dec 2022)



**Capacity Tracker**  
*Insight for Care*

# Increasing support and collaboration

- National Provider member organisations, CPA, Care England, NCF are supporting members to increase the frequency of updates to provide discharge teams with confidence that the information provided reflects the vacancy and admission status of the location
- Conditions attached to the [ASC Discharge Fund](#) do include providers needing to maintain an accurate picture of their vacancies
- Discharge teams are **saving time** using the Capacity Tracker (see Case Studies, slide 12) and helping to reduce the burden for Care Providers by using the Capacity Tracker to '**Broker valuable conversations** about individuals' not to identify a locations vacancy status
- Communication and Provider Support packs, supported by DHSC are being circulated 20<sup>th</sup> January 2023



**Capacity Tracker**  
*Insight for Care*

# What Care Home Providers update....Services offered



Care Home	Services	Provider Update	Contracts	Surveys	Care Quality
Cranberry Care Home (OX3 2RX) <a href="#">Edit</a>	<a href="#">Services offered</a>	<a href="#">Provider Update</a>	<a href="#">Contracts</a>	<a href="#">COVID-19 and Seasonal Flu Vaccination Uptake</a>	<a href="#">Care Quality</a>

Click here to review the services offered

## Short Stay/Step Down Services:

- In selecting these services, **providers are indicating that they are willing to consider an admission to fill any of their declared long-term vacancies**
- The short stay/step down service offer will appear in the 'Find Care Homes' section when a Health and Social Care Professional is searching for a short-stay/step down admission

### Short Stay Services

Discharge to Assess  
Intermediate Care  
Reablement Support  
Rehabilitation  
Respite Care

Short stay services not provided

### Long Term Vacancy Types (Required)

Community Care  
Dementia Nursing  
Dementia Residential  
General Nursing  
General Residential  
Learning Disability Nursing  
Learning Disability Residential  
Mental Health Nursing  
Mental Health Residential  
YPD - Young Physically Disabled

### Languages

British Sign Language ✕  
English ✕  
French ✕  
German ✕  
Polish ✕  
Spanish ✕

Add New Language  
Language Name

If no Short Stay Services are provided, please select this criteria

## Long Term Vacancy Types:

- Providers will need to select the long term vacancy types they offer
- **When selected these will turn green** to confirm your selection
- Once completed and saved, the Care Home provider will be taken to the Provider update page -> to input costs, occupancy and vacancy information

# What Care Home providers update.... Vacancy information



Provider Details
Services
Provider Update
Contracts
Surveys
Care quality

Vacancy Type	Weekly Price from *	Maximum Capacity *	Occupied/Used (Number of residents) *	(Vacant) Reserved *	(Vacant) Accepting Admissions *	(Vacant) Not available for admission *	Flexible? *
Dementia Residential	£ 600	25	22	0	3	0	Flexible
General Nursing	£ 687.50	29	29	0	0	0	Flexible
General Residential	£ 600	6	6	0	0	0	No

Short Stay Cost
£ 550

CQC Registered Bed Capacity 60

Total entered capacity 60

Total number of Residents 57

Admission Status Accepting Admissions

Accepting Out of Hours Admissions Yes No

**Select Flexible** - if you are **able to flex bed vacancy types interchangeably across other vacancy types**

**Average weekly bed price**

The number of vacancies that **are pending a new resident being admitted** – **Do NOT include block booked/LA/NHS funded beds**

Vacancies that the provider can safely admit **today** - incl. vacancies part of **block booked contracts (LA/NHS funded) vacancies**

**Reason(s) vacancies are not available for admission:**  
**Staffing Levels (Absence); Staffing Levels (Vacancies); Outbreaks (Covid), Outbreaks (Other); Refurbishment; Safeguarding; Financial Funding; Surge Capacity; Management Decision; Visiting; Single Bed Occupancy**

**Provider Details Tab:** Providers can update room, equipment, access, languages & any essential information in the **Note Log**

**Services Tab:** Providers can confirm if they currently offer short stay services & long term vacancy types

## Short Stay Services

Discharge to Assess

Intermediate Care

Reablement Support

Rehabilitation

Respite Care

## Long Term Vacancy Types (Required)

Community Care

Dementia Nursing

Dementia Residential

General Nursing

General Residential

Learning Disability Nursing

Learning Disability Residential

Mental Health Nursing

Mental Health Residential

YPD - Young Physically Disabled

# How to Find Care Home Vacancies



- **Use:** Search functionality for Discharge Teams to source available care home beds. You can export the results into a CSV/Excel file
- Location: **Find > Find Care Home Vacancies**

Select [Help Guide](#) for further information

## Find Care Home Vacancies

Search by **Postcode** Local Authority Sub ICB

Postcode/Location: B97 9PT

CQC Regulated Activity/Specialism: Select options

CQC Service: Select options

Contract with LA: Blank for all...

Contract with Sub ICB: Blank for all...

Long Term / Short Stay: **Long Term** Short Stay

Accepting Admission Today: **Yes** No

Vacancy Type: All Vacancy Types

Search

CQC Rating: Overall rating: Any Rating

Brand:

Approx. Price per Week: £ 6000

Required Language: English included by default...

Notes Contains:

Funding Sources Accepted: **Sub ICB** Local Authority Private PHB

Vacancies Last Updated: All Results **Last 7 Days** Last 24 Hours

Accepting Out of Hours Admissions?: **Yes** No

*Search by postcode – particularly useful for sourcing out-of-area placements*

*Search by CQC Rating, Brand, price or language*

*Search for key words within Notes – i.e. Hoist, Bariatric, Wheelchair, Lift, Pets Allowed*

*Locations need to update the Vacant (Accepting Admissions) with ALL vacancies, including those that may be ring-fenced via block-booked contracts*

*Options in the Vacancy Type list will be based on whether you selected Long Term or Short Stay. Select All Vacancy Types or anything specific*

*Discharge & Brokerage teams rely on locations providing updates ideally in the last 24 hours*

# What Community Rehab providers update.... Slightly different to a Care Home

## Vacancies

Vacancy Type	Maximum Capacity	Occupied/Used (Number of residents)	(Vacant) Reserved	(Vacant) Accepting Admissions	(Vacant) Not available for admission	Flexible?
Community Rehabilitation - NHS or LA funded	<input type="text" value="30"/>	<input type="text" value="25"/>	<input type="text" value="NA"/>	<input type="text" value="0"/>	<div><input type="text" value="5"/> Reason(s) not available <input type="text" value="COVID outbreak"/></div>	<input type="button" value="Flexible"/>
Community Rehabilitation - Private funded	<input type="text" value="18"/>	<input type="text" value="17"/>	<input type="text" value="NA"/>	<input type="text" value="0"/>	<div><input type="text" value="1"/> Reason(s) not available <input type="text" value="COVID outbreak"/></div>	<input type="button" value="Flexible"/>

All Community Rehab providers will need to complete their:

- **Maximum Capacity**
- **Number of Occupied Beds**

**Vacant Reserved:** The number of vacancies that **are pending a new resident being admitted**

**Vacant Accepting Admissions:** Vacancies that the provider **can safely admit today**

**Reason(s) vacancies are not available for admission:** **Staffing Levels (Absence); Staffing Levels (Vacancies); Outbreaks (Covid), Outbreaks (Other); Refurbishment; Safeguarding; Financial Funding; Surge Capacity; Management Decision; Visiting; Single Bed Occupancy**

**Select Flexible** - if you are **able to flex bed vacancy types interchangeably** across other vacancy types

**Provider Details Tab:** Providers can update room, equipment, access, languages & any essential information in the **Note Log**

Provider Update at Cranberry C

Provider Details

Bed Types

Provider Update

Surveys

# How to find Community Rehabilitation Vacancies



- Search functionality for Discharge Teams to source available community rehab beds. You can export the results into a CSV/Excel file
- Location: **Find > Find Other Provider Vacancies**

Click on the [Help Guide](#) hyperlink for further information

## Find Other Vacancies

Help Guide: Find Other Vacancies

Search by

Postcode

Local Authority

Sub ICB

Postcode/Location

B16 9RG

CQC Regulated Activity/Specialism

Select options

CQC Service

Select options

Vacancy Type

All Vacancy types

Search

CQC Rating

Overall rating

Any Rating

Notes Contains

Provider Type

Community Rehab

Vacancies Last Updated

All Results

Last 7 Days

Last 24 Hours

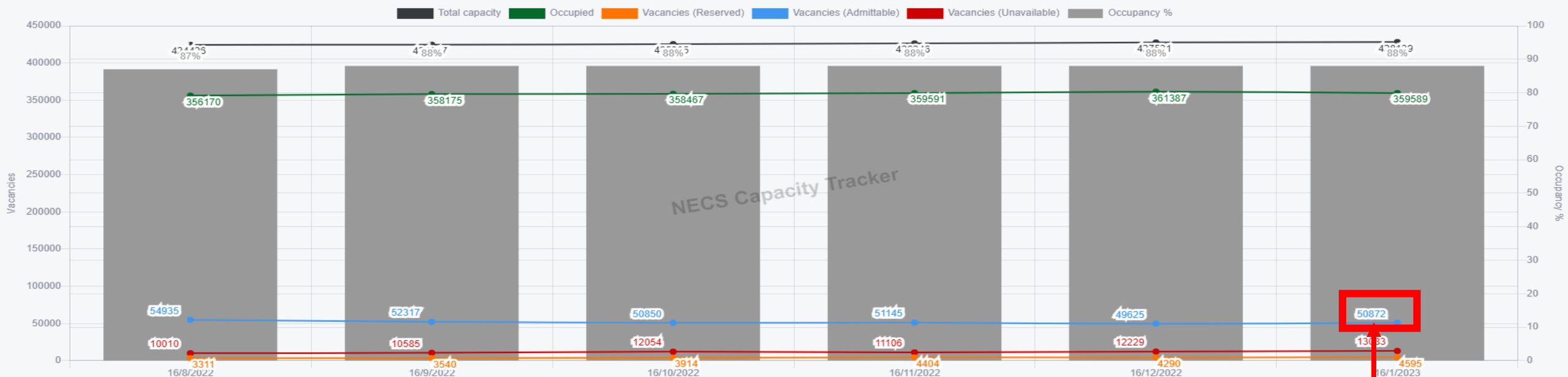
Search by CQC Rating

Search for key words within Notes – i.e. Hoist, Bariatric, Wheelchair, Lift, Pets Allowed

Select Community Rehab in the Provider Type

Discharge & Brokerage teams rely on locations providing updates ideally in the last 24 hours (being mindful that CT is a real time system)

Teams will need to select Community Rehabilitation (NHS or LA funded) or Community Rehabilitation (Private funded) to find declared Community Rehab vacancies



NHS Region	Maximum Capacity	Vacancies (Total)	Vacancies (Admittable)	Vacancies (Unavailable)	Vacancies (Reserved)	Occupied	Admittable %	Unavailable %	Reserved %	Occupied %
East of England (1641 / 1641 / 1654)	50889	8435	6492	1472	471	42454	13%	3%	1%	83%
London (1290 / 1290 / 1299)	32775	4482	3542	580	360	28293	11%	2%	1%	86%
Midlands (3055 / 3055 / 3069)	88051	15749	11998	2983	768	72302	14%	3%	1%	82%
North East and Yorkshire (2212 / 2212 / 2217)	71657	11205	7870	2609	726	60452	11%	4%	1%	84%
North West (1745 / 1745 / 1754)	56610	8452	5738	2055	659	48158	10%	4%	1%	85%
South East (2711 / 2711 / 2716)	77362	12507	9642	2023	842	64855	12%	3%	1%	84%
South West (1891 / 1891 / 1892)	50795	7720	5590	1361	769	43075	11%	3%	2%	85%
Total 14545 / 14545 / 14601	428139	68550	50872	13083	4595	359589	12%	3%	1%	84%

Vacancies that can accept an admission today

# Occupancy Report



- **Use & Benefits:** Live shortlist of care homes with bed availability. Teams can source care home placements quickly while targeting support & resources – reducing duplication and time spent ringing providers. You can export the results into a CSV/Excel file.
- Location: **Reports > Occupancies & Vacancies > Occupancy Report**

Select [Help Guide](#) for further information

Vacancy Type	Maximum Capacity	Vacancies (Total)	Vacancies (Admittable)	Vacancies (Unavailable)	Vacancies (Reserved)	Occupied	Admittable %	Unavailable %	Reserved %	Occupied %
+ Community Care (2 / 2 / 2)	23	2	0	0	2	21			9%	91%
+ Dementia Nursing (12 / 12 / 12)	272	52	46	5	1	220	17%	2%	0%	81%
+ Dementia Residential (33 / 33 / 33)	674	74	69	-1	6	600	10%	-0%	1%	89%
+ General Nursing (13 / 13 / 13)	425	118	65	39	14	307	15%	9%	3%	72%
+ General Residential (33 / 33 / 33)	423	36	38	-3	1	387	9%	-1%	0%	91%
+ Learning Disability Nursing (6 / 6 / 6)	21	6	5	0	1	15	24%		5%	71%
+ Learning Disability Residential (26 / 26 / 26)	108	19	10	7	2	89	9%	6%	2%	82%
+ Mental Health Nursing (9 / 9 / 9)	146	13	12	-1	2	133	8%	-1%	1%	91%
+ Mental Health Residential (16 / 16 / 16)	40	9	8	0	1	31	20%		3%	78%
+ Transitional (5 / 5 / 5)	15	2	1	0	1	13	7%		7%	87%
+ YPD - Young Physically Disabled (4 / 4 / 4)	15	5	5	0	0	10	33%			67%
Total 159 / 159 / 159	2162	336	259	46	31	1826	12%	2%	1%	84%

Click on + to view available beds by location level & bed type

Hover over the figures, to view when a specific location last updated. Contact providers with 1 or more Vacancies (Admittable)

**Primary Field:** Search by Vacancy Type  
**Secondary Field:** Select Location  
**Type of Stay:** Select either **Long Term** or **Short Stay**  
**Vacancy Type:** Select one or more types from the dropdown list  
**Accept out of Hours Admissions:** Select Yes or No or both.  
**Accepting Admission:** Select Yes

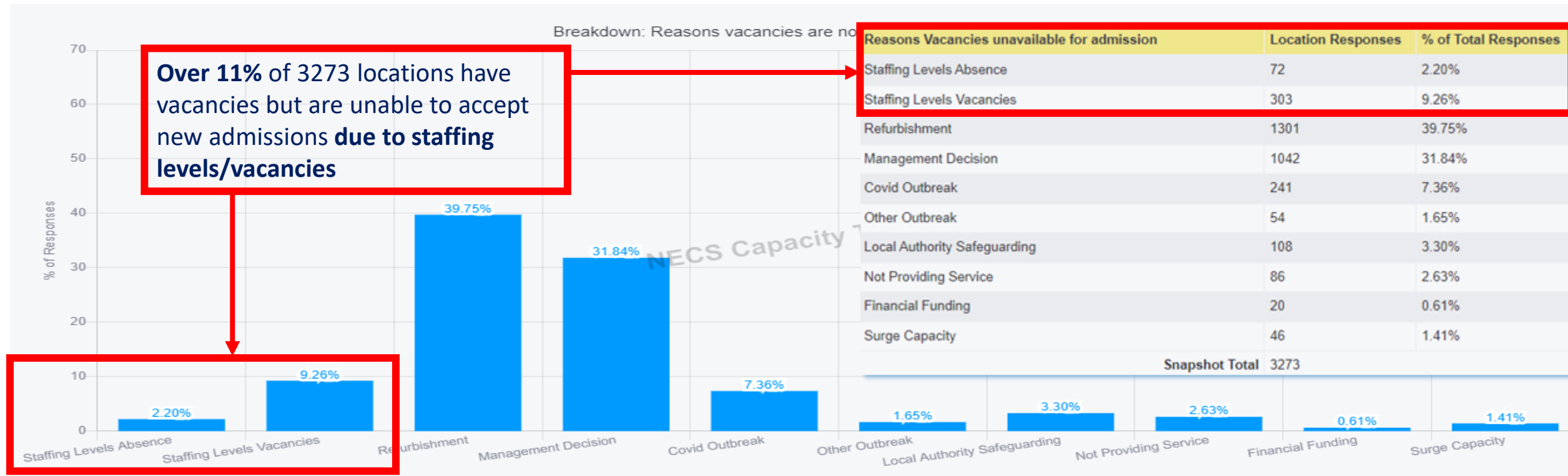
**IMPORTANT!** If you looking to understand which locations accept **short stay/step down** admissions – filters are available to narrow the report to show only these locations

# Unavailable for Admissions Report

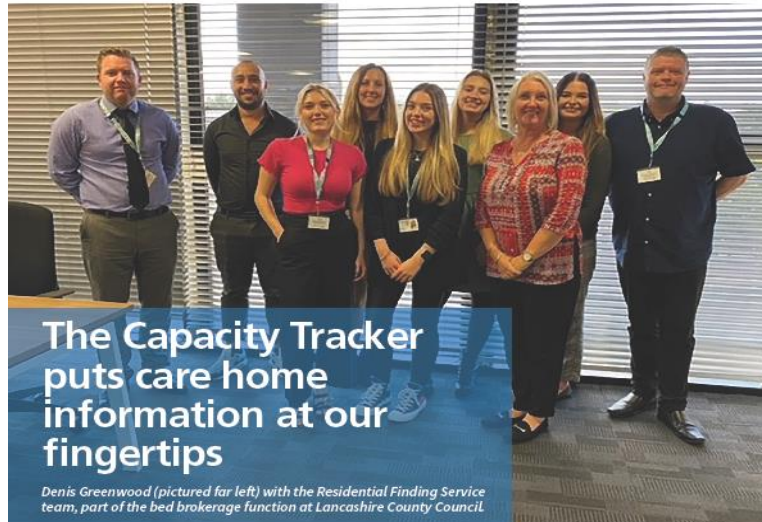


- **Use & Benefits:** This report can aid the broader 'System' understand the pressures and reasons why locations are unable to accept an admission to a declared vacancy - i.e. staffing levels/vacancies, safeguarding, Covid or other health outbreaks - and can target support quickly and appropriately.
- Location: **Reports > Occupancy & Vacancies > Unavailable for Admissions**

 Select [Help Guide](#) for further information



# Demonstrating Value....



## The Capacity Tracker puts care home information at our fingertips

Denis Greenwood (pictured far left) with the Residential Finding Service team, part of the bed brokerage function at Lancashire County Council.

Denis Greenwood manages the Residential Finding Service, part of the bed brokerage function at Lancashire County Council.

Denis and his team have a comprehensive knowledge of the local care home market and work diligently to ensure people in Lancashire make an informed choice when it comes to selecting a care home placement.

Denis described how the Capacity Tracker plays a key role in supporting patient choice and hospital discharge. He said: "We're always keen that a person's choice and preference should not be compromised, despite the pressures around hospital discharge."

"The Capacity Tracker puts care home information at our fingertips, so we can give families that all-important choice. We want to help service users and relatives make the best decision for themselves and their loved ones when moving into a care home."

To find out more about Capacity Tracker visit [www.necsu.nhs.uk/CapacityTracker](http://www.necsu.nhs.uk/CapacityTracker) or to request a demonstration please contact [necsu.CapacityTracker@nhs.net](mailto:necsu.CapacityTracker@nhs.net)



## Helping Kent Community Health NHS Foundation Trust improve patient flow, support effective placements and understand service provision in the community

NHS Kent Community Health NHS Foundation Trust is one of the largest NHS health providers in England, serving a population of 1.4 million people across Kent and 600,000 in East Sussex and London.

The Community Assessment Bed Team at the Trust works with a range of local and regional organisations to support patient flow and deliver community health and social care services. These organisations include acute trusts, Integrated Care Boards and local authorities within Kent, Medway, East Sussex and London. They also work in partnership with NECS which runs the Capacity Tracker platform, an essential cloud-based tool that allows users to view provider capacity, bed availability, costs and community provision.

The team required a platform providing 'one source' of data in real-time that could search vacancies, provide bed types and costs and meaningful reports that could be used to help inform discussions regarding patient pathways and placements.

To find out more about Capacity Tracker visit [www.necsu.nhs.uk/CapacityTracker](http://www.necsu.nhs.uk/CapacityTracker) or to request a demonstration please contact [necsu.CapacityTracker@nhs.net](mailto:necsu.CapacityTracker@nhs.net)

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