



Capacity Tracker
Insight for Care

CARE



Department
of Health &
Social Care

Care Home Provider Support Pack

Working together to support new admissions from Hospital

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

T: 0191 691 3729

E: necsu.capacitytracker@nhs.net

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

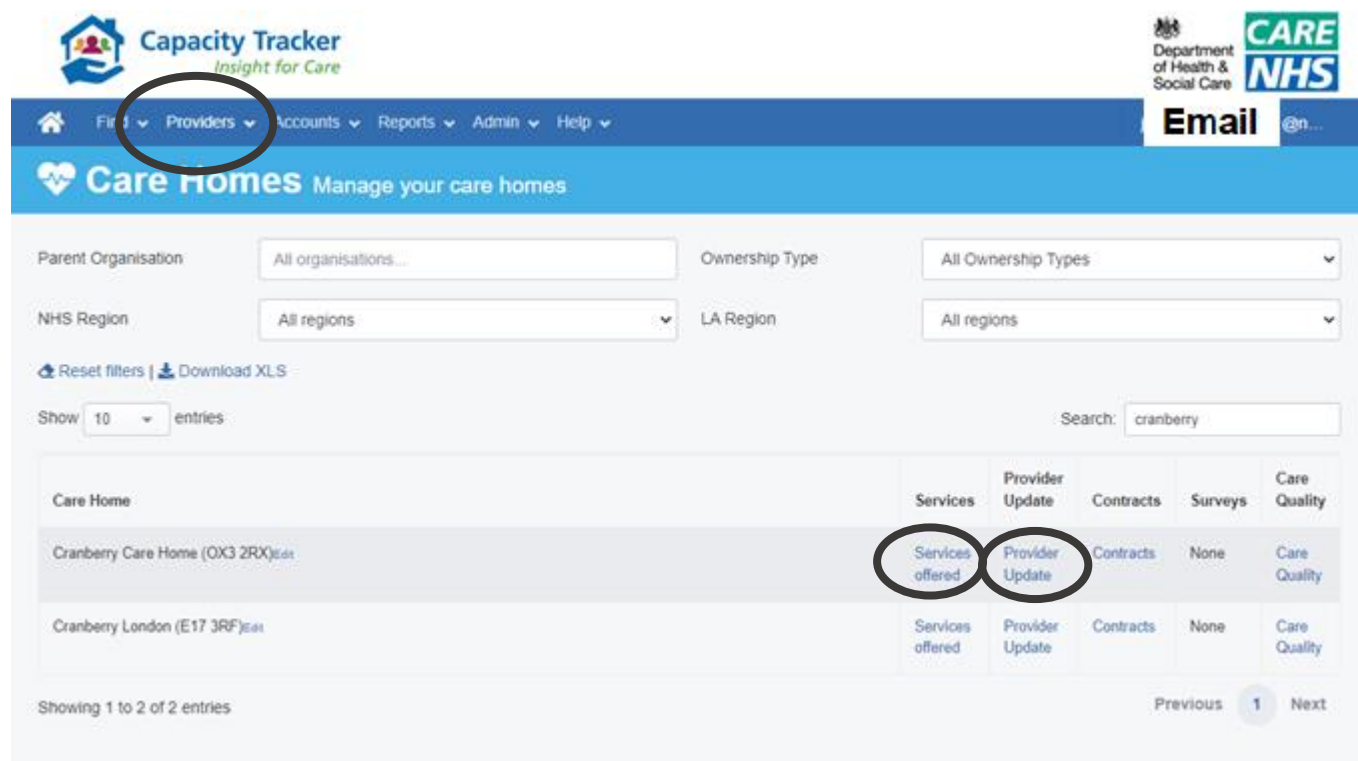
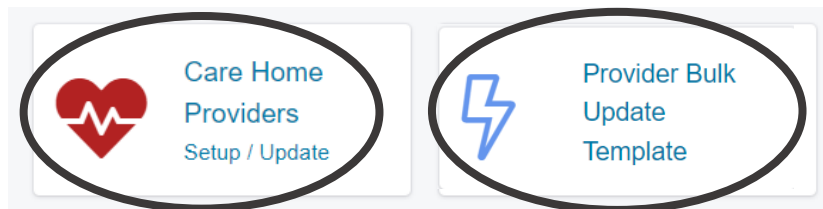
Increasing support and collaboration

- The Capacity Tracker is being used effectively to support Discharge in many areas of England where it is being used as a tool to **Broker valuable conversations** about individuals, as opposed to speculative calls being made to check the number of vacancies available. (see Case Studies, slide 8).
- To help reduce the burden on providers responding to a number of speculative calls to check the number of vacancies available to take admissions, it is crucial that Care Homes update their vacancies **as and when things change** but at least refresh their information **every 48 hours**. This in turn provides confidence and assurance to Discharge Teams and reduces the likelihood of speculative calls needing to be made.
- Conditions attached to the [ASC Discharge Fund](#) include providers needing to maintain an accurate picture of their vacancies.



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How to update vacancy information



Top Tips

From the Home Page navigate to either:

- The Care Home Tile
- Providers on the Blue bar
- Provider Bulk Update Template (for providers who have 5 or more locations)

Review the Services offered

Care Home	Services	Provider Update	Contracts	Surveys	Care Quality
Cranberry Care Home (OX3 2RX) Edit	Services offered	Provider Update	Contracts	COVID-19 and Seasonal Flu Vaccination Uptake	Care Quality

Click here to review your services offered

Short Stay Services/Step down:

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

Short Stay Services

Discharge to Assess
Intermediate Care
Reablement Support
Rehabilitation
Respite Care

Short stay services not provided

Select, If you do not accept any short stay services/stepdown

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

Long Term Vacancy Types:

- Select which vacancy types your location offers
- When selected these will turn green to confirm your selection
- Once completed and saved you will be taken to the provider update page to input cost, occupancy and vacancy information.

Languages

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

Add New Language

Language Name

Provider Update: Maintain Costs, Occupancy & Vacancies

Costs and Vacancies

Vacancy Type	Weekly Price from	Maximum Capacity	Occupied/Used	(Vacant) Reserved	(Vacant) Accepting Admissions	(Vacant) Not available for admission	Flexible?
General Residential	£ 1175.00	6	6	0	0	0	No
Learning Disability Residential	£ 1175.00	7	6	0	1	0	No

CQC Registered Bed Capacity 14

Total entered capacity 13

Total number of Residents 12

Admission Status Accepting Admissions

Accepting Out of Hours Admissions Yes No

COVID outbreak

Local Authority Safeguarding

Management Decision

Other Health Outbreak (i.e. norovirus)

Refurbishment

Enter an indicative 'price per week', per vacancy type. **Note:** Costs should be above £100 or the system will return an error message

Enter the number of residents who are in your location against each vacancy type (including a resident in hospital where the bed is being 'held' for their return)

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


Input all vacancies **INCLUDING those that are part of block booked contracts/LA/NHS funded** vacancies that you can safely admit today

Capture the number of vacant beds that are **NOT available to accept admissions** and select appropriate reason from the drop down box down

Admission status is auto populated. If you have entered vacancies in **(Vacant) Accepting Admissions'** the status will auto-populate to **'Accepting Admissions'**. If you have entered **0** in this field the status will auto-populate to **'Not Accepting admissions'**

Indicate if you Accept Out of Hours Admissions by selecting Yes or No.

Reviewing the Bulk Update Template

 **Provider Bulk Update Template**

Download Template


This can be used to upload information in bulk. If you're updating more than 5 locations, we encourage the use of the download/upload template functionality.


Choose a template to update below.


- Care Home Update Template**
- Home Care Template
- Contacts Template

Updating of location data

To update the daily, weekly or monthly information along with any current surveys, click the links below which will direct you to those locations which are aligned to your account.


Care Home Providers
Setup / Update


Hospice Providers
Setup / Update


Substance Misuse
Setup / Update

Upload Completed Template

Please confirm the following before uploading your completed template:


The information provided, including covid vaccination information has been reviewed and reflects the **current Covid vaccination position** for staff and residents, including those vaccinated abroad.

That patient discharge information is in line with current discharge testing policy and that it is understood that admitting an individual who is known NOT to have been tested for COVID or is AWAITING the test result is contrary to Government policy.

☐ I confirm and understand that the information I provide on the attached reflects the declarations set out above.

Please note - changes have recently been made to the bulk update process. Shortly after uploading the template you will receive an email to notify you of its status.

Completed Template No file chosen



Click on the Care Home Update Template and an Excel spreadsheet will open automatically

When you are finished save the updated Excel and upload to the system in the usual way. Further guidance relating to the bulk upload template can be found in the Resource Centre under Guidance and Information, CT Guidance, What's New.
<https://capacitytracker.com/resource-center/category/61/whats-new>

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Instructions

Capacities

Care Homes

The bulk Template is split into 3 tabs: Instructions, Capacities and Care Homes

- Review the cells highlighted in light yellow in the 'Capacities' tab to ensure your costs, vacancies, occupancy and resident count details are correct
- When reviewing the care home tab ensure that column D 'Accepting Out of Hours Admissions' is refreshed and up to date

How does my information help Discharge Teams?

- **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.

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

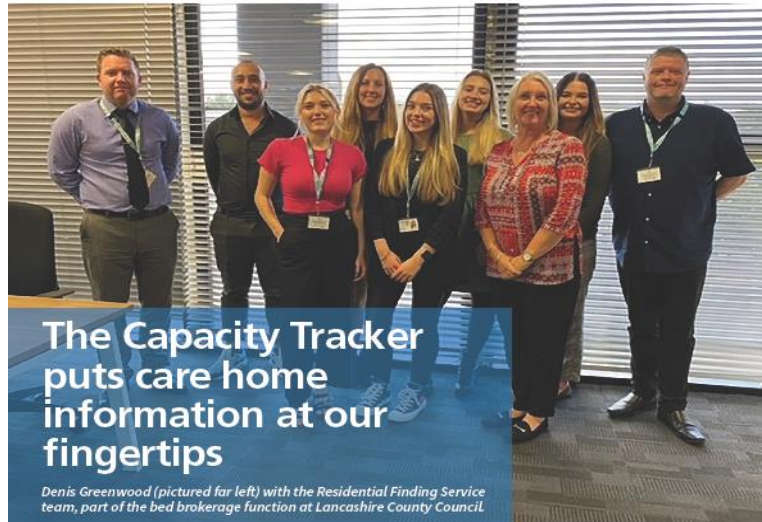
Options in the Vacancy Type list will be based on whether you selected Long Term or Short Stay. Select All Vacancy Types or anything specific.

Search by CQC Rating, Brand, price or language

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

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

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 or to request a demonstration please contact 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 or to request a demonstration please contact necsu.CapacityTracker@nhs.net

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Select each
Case Study for
more
information