



What's New to Capacity Tracker: June 2024

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System Refinements

Question Removals:

Visiting (Care Home & Substance Misuse Providers Only)

The following questions have been removed from the provider update page:

Visiting

In the last month, have your residents been able to take part in visits in and/or out of your care home? *

| |
|-----------------------------------|
| Yes |
| No |
| Only in exceptional circumstances |

What visiting options have you supported?

In the last month how many residents have you had self-isolating following a visit off care home premises? (This question is for operational support. It is not part of the Adult Social Care submission for DHSC)

Visiting Burdens (Care Home & Substance Misuse Providers Only)

The following questions have been removed from the provider update page:

Visiting Burdens

What burdens/barriers are you currently facing when supporting / trying to support visits as per the government guidance?

Covid-19 Recovery/Testing (Care Home, Hospice & Substance Misuse Providers Only)

The following questions have been removed from the provider update page:

COVID-19 Recovery / Testing

| Residents | Staff |
|---|--|
| Overall number of residents with COVID19 (suspected or confirmed) currently in the care home <input type="text" value="0"/> | Number of staff SUSPECTED or CONFIRMED with COVID-19 (Today or since the last update) <input type="text" value="0"/> |
| Number of residents SUSPECTED or CONFIRMED with COVID-19 (Today or since the last update) <input type="text" value="0"/> | |

These changes are reflected in the Provider Bulk Update Template **and** the API feed.

Question Refinement

Visiting (Care Home & Substance Misuse Providers Only)

The following questions have been refined, to make the information that is required, clearer to providers - the questions still form part of the ASC Data Collection set:

Previous:

Visiting - Visitors Inside the Care Home *

 Yes No

Visiting - Visits Off Care Home Premises *

 Yes No

New:

Visiting

Visits into the location

In the last month, have you been able to facilitate visits into your care home on any day for all residents, if they wanted one? *

 Yes No

Visits out of the location

In the last month, have your residents been able to take part in visits off care home premises on any day, if requested? *

 Yes No

Please contact CQC via enquiries@cqc.org.uk to discuss any issues or barriers you are facing in supporting visits. The guidance for visiting can be found [here](#)

Populated data derived from the question 'What visiting options have you supported?' has been migrated into the newly created fields.

Please see information below relating to where a user has previously answered the following question: In the last month, have your residents been able to take part in visits in and/or out of your care home? *

- **No** - a 'null' response will be treated as 'No'
- **Yes or Only in exceptional circumstances** - location answers to the subsequent 'Visiting - Visitors Inside the Care Home' 'Visiting - Visits Off Care Home Premises' will be treated in the same way.

These changes are reflected in the Provider Bulk Update Template **and** the API feed.

Report Changes

Aggregate Overview – Infections Chart

Text has been added to the 'Infections chart' on the report confirming 'Covid outbreak information ended on 5 June 2024. Data up to and including this date'.

ASC Mandation & Support – Responses by Date

Users of the report will now see the removal of visiting questions reflected in the screen report and the CSV download.

Update Monthly Status ASC Collection

Further clarity has been added to support the use of the report:

Please note this report shows submission trends over time, which can be affected by the latest CQC update of active locations. They cannot be used to ascertain compliance with the ASC information provisions as there may be circumstances where a provider has not submitted information for legitimate reasons.

Covid-19 Charts

Text has been added to the report confirming 'Covid outbreak information ended on 5 June 2024. Data up to and including this date'.

Outbreak Monitoring

Users of this report will now see it renamed to 'Outbreak Monitoring (Historical)'. This change will be reflected in the CSV download.

Archived Reports

The following reports have been archived whilst a new report is being developed:

- Status Summary Map
- Status Summary Table

Data Input Assurance

Workforce Headcount (Care Home & Home Care Users Only)

Validation has been added to the Workforce Headcount section, preventing users from inadvertently reporting conflicting data.

When answering 'No' to the following question (please see image below), data cannot be added to the number of '*Health and Care / Skilled Worker Visa holders employed under your sponsor licence*'.

Workforce Headcount

Does your organisation hold a sponsorship licence for international workers' visas?

Yes

No

For further guidance relating to International Recruitment, please read the DHSC guidance found [here](#).

An amendment has also been made to the hover text which is accessible by hovering over the column headers. Please see below:

New:

Workforce Headcount

Does your organisation hold a sponsorship licence for international workers' visas? Yes No

| | Directly Employed Staff Actual Headcount | | | | Agency/Bank Actual Headcount |
|--------------------------|--|---|-----------------------------------|---------------------------------------|---------------------------------|
| | Total number employed (including any employed on a visa) | Health and Care / Skilled Worker Visa holders employed under your sponsor licence | Number absent today COVID-Related | Number absent today Not COVID Related | Total number employed * |
| Registered Nurses | 8 | 1 | 0 | 0 | |
| Care Providing Staff | 95 | 0 | 3 | 4 | 26 |
| Non-Care Providing Staff | | | | | |
| Total | | | | | |

For Total number employed (including any employed on a visa)

Include:

- Those employed under your organisation's health and care/skilled worker visa sponsorship licence AND those who are employed by you BUT sponsored by another employer
- Workers who have entered the UK on any other visa

New:

Workforce Headcount

Does your organisation hold a sponsorship licence for international workers' visas? Yes No

| | Directly Employed Staff Actual Headcount | | | | Agency/Bank Actual Headcount |
|--------------------------|--|---|-----------------------------------|---------------------------------------|---------------------------------|
| | Total number employed (including any employed on a visa) | Health and Care / Skilled Worker Visa holders employed under your sponsor licence | Number absent today COVID-Related | Number absent today Not COVID Related | Total number employed * |
| Registered Nurses | | | | | |
| Care Providing Staff | | | | | |
| Non-Care Providing Staff | | | | | |
| Total | 95 | 0 | 3 | 4 | 26 |

For Health and Care / Skilled Worker Visa holders employed under your sponsor licence:

Include:

- The number of Health and Care/skilled worker visa holders currently employed under your organisation or service's own sponsor licence.

Exclude:

- Workers who have entered the UK on any other visa
- Those workers you may employ but are sponsored by another employer

Changes to the Capacity Tracker Terms of Use (ToU)

When will the changes be made?

5th June 2024

Who will be required to sign up to the new Terms of Use?

The Terms of Use will be added to the system, all users will need to accept the new terms of use at the next log in, following the release on 5th June 2024.

Why are you making the changes?

- i) *We've removed the ability to opt out of receiving system generated communications – these are critical system communications, generally sent to those updating the system as reminders, including the monthly auto refresh emails – these are sent using GovNotify.*
- ii) *Whilst users will still be able to opt out of general communications sent using GovDelivery it is important to note that this method is often used by the DHSC & NHSE to reach out to the ASC sector sharing important information as well as keeping users informed of important changes that are being made to the Capacity Tracker functionality and the mandated and operational information collection.*
- iii) *We will be launching a new public facing website, CareFind that is a free of charge website that enables Care Homes to promote their services and vacancies (room availability) to the public on 17th July 2024. Care Home providers have been engaging with us over the last few months and completing their CareFind public profile. The revised ToU reflect the information processing responsibilities relating to the management of CareFind profiles that are an integrated part of Capacity Tracker. This section links to the Acceptable Use Policy (to view the Acceptable Use Policy, please go to the Capacity Tracker Governance folder in the Resource Centre)*
- iv) *We've added a new access permission for those who consume our information via Application Programming Interface (API) therefore the ToU reflect this additional user type.*

Are there any changes to how you process and share my information?

No, there have been no changes to our data processing protocol. To view the Terms of Use, please go to the Capacity Tracker Governance folder in the Resource Centre.

Important Reminders

Location Update

To ensure Capacity Tracker information remains contemporary, a data refresh is received from the CQC. The date and timestamp of the CQC refresh is available on the main menu and on various reports – locations should review their CQC data and contact CQC directly to address any anomalies. The CQC update should not be confused with the Provider Update – locations are still required to submit their ASC data collection updates and regular vacancy updates.

Two Year Urgent & Emergency Care (UEC) Recovery Plan:

We'd like to share a recently published [letter](#) from NHSE relating to the plan.

As a Care Home Provider how can I support?

- Update your vacancy data in Capacity Tracker every 48 hours (sooner if things change)

As a Home Care Provider how can I support?

- Update your additional capacity data in Capacity Tracker every 48 hours (sooner if things change)

It's quick and easy to update your information – it takes less than a minute!

If there are no changes to your data, simply click 'Save Page' to refresh your information in the system.

Updating Capacity Tracker?

We recommend that there is more than 1 user registered at each location who can update Capacity Tracker to cover periods of absence (if you are an approver, you will be able to approve new users immediately).

Going Abroad?

Please be reminded that Capacity Tracker is not accessible outside of the UK.

Need Additional Support?

Provider Training Sessions are available. See here for further information (link to the Training & Events page on Resource Centre [here](#)) - and remember to share these with colleagues who are also welcome to join our sessions!

Need Help?

For additional support, please contact our Support Centre, Mon - Fri (excluding Public Holidays) 8am - 5pm by phoning 0191 691 3729 or emailing necsu.capacitytracker@nhs.net