



**Capacity Tracker**  
*Insight for Care*

# Capacity Tracker Updating Regularly Benefits Everyone !

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Regional Lead – East of England & NE&Y

# Provider Benefits...



## Admissions

### Providers more visible to local teams

- ✓ Brokers more engaging with enquiries
- ✓ Providers 'advertise' Short Stay Services & Long Term Vacancies for free!
- ✓ More regular updates means you will have a competitive edge over other providers who update less frequently

### Efficient partnership work

- ✓ More transparency
- ✓ More suitable referrals
- ✓ Less speculative calls

= more time spent delivering care

### Positive impact on provider occupancy rates

## Good QA Tool & Support System

### Useful Visual check

- ✓ Insight to capacity gaps & risks
- ✓ Provider can adapt to challenges
- ✓ Reducing risks to staff/residents
- ✓ Ensuring people are safe

### Local teams can target support to help deal with:

- ✓ Workforce Pressures
- ✓ Outbreaks
- ✓ Vaccination uptake

## Quick & Easy

### System available 24/7

### Update on any device

- ✓ in the office
- ✓ or on the go

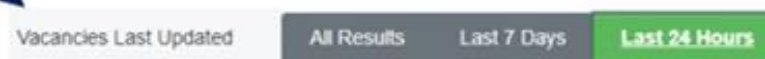
### Press save if no changes

## New Provider Report (coming soon)

Providers will soon have the ability to pull data/reports to benchmark and market position.

### Market Position/ Benchmarking

- ✓ Vaccination rates
- ✓ Outbreaks etc



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

when updated by providers the system is instantly refreshed so data is immediately available to discharge teams

# How your Information Helps!

## Key Partners across England who use Capacity Tracker Data



- Provider Representatives
- Regulators
- Commissioners

10 DOWNING STREET  
LONDON SW1A 2AA

# What Does Your Data Tell Us ?

- Live shortlist of care homes:
  - with available **Short Stay Services** (e.g. respite care, intermediate care, reablement, rehabilitation, discharge to assess)
  - with available **Long Term Vacancies** (e.g. residential/nursing care - general, dementia, mental health, learning disability)
  - that **accept out of hour admissions**
  - that **you can admit someone today**
  - the approximate **weekly bed prices**
- The system provides the ability to **source out of area placements** & enables **cross region repatriation of patients**
- **Main reasons for unavailability** of admissions
- **Occupancy rates** across the local authority or region

## How is the information used?



Helps health & social care teams **find the right care home placement-quickly.**

This speeds up the **hospital discharge process**, and ensures people are in the right place for their needs.



Helps Local Authorities & ICBs identify **risks and concerns** so they can **prioritise & target support**

# Case Studies- Your Data Makes a Difference

# Demonstrating Value...



**Ian Martin, Procurement & Market Development Officer at Telford & Wrekin Council**

“Capacity Tracker was recently used to **source an out of area placement** for a gentleman with a Huntington’s diagnosis and further complex needs. The care homes in the local area did not feel they had the specialisms to be able to support.

Capacity Tracker **quickly identified availability & connections without needing to complete hours of background research.**”

## Able to source out of area placements

- Able to search & narrow down options quickly
- Reducing time required to place patients
- Benefit to patients
- Workforce feel more in control

Select each Case Study for more information →

For more Capacity Tracker Case Studies: [Click Here](#)  
Testimonials: [Click Here](#)

**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)

**Support effective placements**

**Improve patient flow**

**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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# Demonstrating Value...



## Jon Hanney, Better Care Fund Commissioner at Sandwell Metropolitan Borough Council

“Capacity Tracker provides **better visibility** of bed vacancies & local risks. Our Brokerage Teams can make **quicker decisions** to source placements, while **avoiding manual ring rounds** to gather information”

## Jon Crowley, Commissioning Support Officer at Warwickshire County Council

“Capacity Tracker provides a **wealth of real-time data**, **reducing the time and resources** needed to identify gaps, while providing market management data. It allows us to have data at our fingertips & **fill some perhaps surprising gaps in our live** knowledge of the market.”

## Denis Greenwood, Residential Finding Service Officer at Lancashire County Council

“From a bed brokerage perspective, the Capacity Tracker is **our first port of call**”

## Josh Mancini, Performance and Activity Administrator for Kent Discharge Team

“Capacity Tracker **saves us 5-6 hours a week** worth of phone calls. This is not only **a benefit to us, but also to the providers** we work with as it **reduces the volume of speculative calls** the homes receive, allowing them to get back to delivering the care they strive to do.”

**Wealth of real-time data**

**Better visibility of bed availability**

✓ Enables quicker decisions

**Reduces time & resources to identify gaps**

✓ Less duplication

✓ Less speculative calls/emails

✓ Ensures processes are efficient

✓ Target support & resources

**Able to source out of area placements**

**Positive impact on the way brokers work**

# Demonstrating Value... ...to providers & Local Authorities



**Emma Smith**, Registered Manager at  
**Eagles Mount Care Home (72 bed)** in Poole, Dorset

By updating CT daily:

- “**we are more visible** to Brokerage teams,  
**who are more engaging** with sending us their enquiries.”
- The system has **led to more efficient local partnership work** as the referrals received are now “**more suitable**”
- “There have been **no speculative calls** for two months”  
... no longer asked about their vacancy status
- It has had a **positive impact on the home’s occupancy** with over 20 admissions in the past month and **occupancy rates have “doubled** in recent months”
- Updating the system is “**very easy**” and “**very quick**”.

**Hannah Wilson**, Commissioning Manager at  
**Bournemouth, Christchurch & Poole (BCP) Council**

“We can **target** brokerage team searches for residential placements using CT to identify bed vacancies.

This **ensures brokerage team processes are as efficient as possible** and **saves duplication** for our teams and providers, as we don’t need to call providers without current vacancies.”





# Data Collection Reporting Window & Update Frequency

# Data Collection Reporting Window

- [The Health & Social Care Act 2022 - ASC Provider Provisions Statutory Guidance](#) includes a requirement for ASC providers to submit a core set of data on a monthly basis.
- This applies to most CQC regulated ASC providers, regardless of size, or whether their services are funded privately or by social care/NHS.
- Data must be updated **at least once between the 8<sup>th</sup> - 14<sup>th</sup> of each month throughout this financial year.**
  - *\*Window extended to the next working day if 14th falls on a weekend/public holiday*
- Potential enforcement fines for non-completion – a last step used in rare circumstances.
  - Fine equivalent to provider's CQC registration fee.



DHSC FAQ - Provider Data Provisions.pdf

# Which ASC providers are required to update Capacity Tracker?

Provider Type	Mandated to update?	Type of provider on CT?
CQC registered - Residential or Nursing Care Home (for adults aged 18+)	Yes	Care Home
CQC registered - Care Home providing reablement or rehabilitation	Yes	Care Home
CQC registered - Domiciliary care (home care) provider	Yes	Home Care
CQC registered - Care provider delivering care in extra care housing for older people*	Yes	Home Care
CQC registered - Care provider delivering care in a supported living services for adults with disabilities, autism, mental health needs etc*	Yes	Home Care
CQC registered Shared Lives or Care Rooms providers	No	Not applicable
Dual Registered as Home Care & Care Home	Yes – both data sets required	Dual registered
Dual Registered as Home Care & Shared Lives	Yes – only Home Care required	Dual registered
Non-regulated providers (i.e. providers that are not required to register with CQC because they do not deliver regulated activity)	No	Not applicable

- Housing providers/landlords for supported housing schemes are not required to complete Capacity Tracker.
- The provider delivering care is required to complete capacity tracker if they are registered with CQC.

# How Frequently Should I Update?



Data	Update Frequency?
<b>Bed Availability</b> (Care Homes/Community Rehab Only)	Daily/every 48h
<b>Workforce Headcount &amp; Absence</b>	Weekly or As/when something changes
<b>Workforce Capacity</b>	Monthly or every 4 weeks
<b>Packages of Care</b> (Home Care Only)	Monthly or every 4 weeks
<b>Visiting</b> (Care Homes Only)	Weekly or As/when something changes
<b>Vaccinations</b>	Weekly or As/when something changes
<b>Covid Cases/Outbreaks</b> (Care Homes Only) <i>*Please update when <b>new</b> confirmed/suspected cases have been identified ... or <b>revert</b> to 0 once out of Outbreak/when there are no more confirmed/suspected cases.</i>	As/when something changes
<b>PPE, Resources &amp; Training</b>	As/when something changes
<b>Data Collection Reporting Window</b> (usually 8 <sup>th</sup> – 14 <sup>th</sup> each month) <i>*Window extended to the next working day if 14th falls on a weekend/public holiday</i>	At least once during the submission window

# Please Keep your Information Up-to-date!

# My Details Screen in Capacity Tracker

Capacity Tracker  
Insight for Care

Find Providers Accounts Reports Admin Help

**EMAIL**

**My Details**

Account Details

Name

Email Address

Postcode

Contact Number

Job Title

Job Role Type

Receive Communication Emails

Organisation Name

Contact Address

My Access

Enter a postcode then select a location to request additional access.

Find Locations By...  Postcode  Local Authority  Sub ICB

Postcode/Location  Search...

By requesting permission to maintain information within the Capacity Tracker you are agreeing to:

- You are legally permitted to provide such information and have the necessary documentation in place with the Provider.
- Information that you provide does not constitute a conflict of interest.
- Is accurate and kept up to date in line with agreed national policy.
- The information is not subject to any duty of confidentiality owed to a third party; and
- Not subject to any intellectual property right that would prevent its use.
- Should you be notified by the Care Home that approval has been revoked that you immediately stop updating information.

Update

Receive Communication Emails

## ! Top Tips

- Make sure your account details are up-to-date
- You can update your account details by clicking on your user name on the top bar
- To receive automated reminders to update during the DHSC data collection window, **make sure you have ticked to receive communication emails.**