



North of England  
Commissioning Support

Partners in improving local health

# Capacity Tracker

Dear colleagues.

Thank you for attending the recent contract meeting on the 25<sup>th</sup> February 2020 where we discussed the revised contract and timeline for submission. Colleagues from health joined us at the meeting to discuss the rollout of the Capacity Tracker.

Contracting tender documents were planned to be published on the 01<sup>st</sup> April 2020. Owing to the current focus on COVID 19 this is likely to be delayed. However, your support to sign up with the Capacity Tracker will only help our COVID response.

We are now in the process of rolling CAPACITY TRACKER out across the City, District and Craven areas. The benefits of using the Capacity Tracker are;

1. Easy to input data
2. Offers a live bed state
3. Reduces the need for multiple phone calls disturbing staff in your homes.
4. Offers your capacity to people who are looking for placement.

We aim for the current manual process of calling your care home to be removed. We will not contact you by phone for a bed state once we are confident the Capacity Tracker is updated. We will share data with you on how well you are doing in completing the data.

There are a number of resources available including videos and helpful guides.

## COMMUNICATION & ENGAGEMENT

A number of sessions have been developed to help you navigate

- how to register,
- how to upload your data
- how your data will be used.

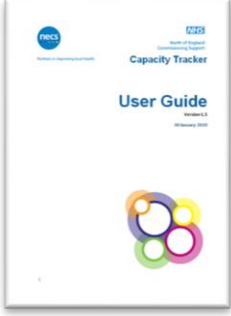
The following webinars have been set up for week commencing the 30<sup>th</sup> March 2020. Please dial in.

Wednesday 01 <sup>st</sup> April 2020	14.00 – 15.00	Join Zoom Meeting <a href="https://zoom.us/j/9389263405">https://zoom.us/j/9389263405</a> Meeting ID: 938 926 3405
Thursday 02 <sup>nd</sup> April 2020	12.00 – 13.00	Join Zoom Meeting <a href="https://zoom.us/j/9389263405">https://zoom.us/j/9389263405</a> Meeting ID: 938 926 3405
Thursday 02 <sup>nd</sup> April 2020	14.00 – 15.00	Join Zoom Meeting <a href="https://zoom.us/j/9389263405">https://zoom.us/j/9389263405</a> Meeting ID: 938 926 3405

You are welcome to join this webinar. The link will follow. We have decided not to hold face to face meetings at the current time.

Where you are experiencing difficulty, we may be able to link into your home to offer additional support and advice.

# Questions and Answers?

Question	Answer
1. How do I register to use the system	<p>Applications for a new user account must be made via <a href="https://carehomes.necsu.nhs.uk/">https://carehomes.necsu.nhs.uk/</a></p> <p>Advice on setup can also be found here <a href="#">LINK</a></p>
2. Can I get a user guide?	
3. How often should I update the Capacity Tracker?	<p>Our experience has shown that those homes who update the capacity tracker daily prompted by the daily checks form are contacted less by external agencies. Homes should update at least daily which will let those looking at the system know that it has been done and not forgotten. If things should change in between the tracker being updated please go into the system and update again. This should only take a few moments. It also means we can see your “live bed state” which means you may attract a resident sooner than you would normally.</p> <p><b>In summary -</b></p> <ol style="list-style-type: none"> <li>1. Update the Capacity Tracker Daily as part of your daily checks</li> <li>2. Update the tracker when something changes – i.e. if you have updated the system in the morning and a bed becomes available in the afternoon update the capacity tracker again. It will help us to know what capacity you have to offer to potential residents.</li> </ol>
4. Will others be able to see my data?	<p>No – Only care homes can see their own data. The only people who can see the data is the health and care professionals.</p> <ul style="list-style-type: none"> <li>• Only care homes can see their own information.</li> <li>• The public do not have access to the Capacity Tracker             <ul style="list-style-type: none"> <li>○ We have a report in CT that health and social care professionals can email/ send to those wanting to find a care home that has a vacancy – I would like to point out that                 <ul style="list-style-type: none"> <li>▪ This does not contain any commercially sensitive</li> </ul> </li> </ul> </li> </ul>

	<p>information in terms of costs or numbers of vacancies</p> <ul style="list-style-type: none"> <li>• Search facility is available to health and social care professionals that normally would have access to care homes vacancy information.</li> <li>• New Business Continuity information – This has been requested by DoH as a direct result and in support of COVID -19 response – this will feed back directly to DoH and currently will only be shared with LA brokerage teams if the care home specifically ticks a box providing consent</li> </ul>
<p>5. Can I distinguish between nursing and residential care beds.</p>	<p>Yes – You are able to select a drop down of vacancy types depending what you offer.</p>