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North of England
Commissioning Support

Capacity Tracker

User Guide for Care Homes

Version 2.0

21 April 2020



Capacity Tracker User Guide

System Requirements

The following browsers are supported:

- **Desktop:** Internet Explorer 11/Edge, Firefox, Chrome, Safari
- **Mobile:** Chrome (iOS/Android), Safari (iOS)

Preferred browser is Google Chrome. Using an older version of internet explorer will result in a degraded/non-optimal experience. You can check which browser and version you're using at <https://updatemybrowser.org/>

User Types

When registering, users can choose either *Standard* or *Approver* permission access. *Approvers* have management rights over other users within their organisation. E.g.: An Approver for Care Home1 can approve other users who register from Care Home1 and also reset their passwords. They are also responsible for removing users who no longer should have access or who have left their organisation. Prior to a care home having an Approver registered on the Capacity Tracker System Champions from either CCG or Local Authorities or the Capacity Tracker team will review any initial care home new user request and approve where appropriate. Approvers should apply due diligence when reviewing applications for access to the Tracker e.g.

- Is the applicant a current member of your organisation?
- Is their email address correct (i.e., is it aligned to your organisation, no typing mistakes, no personal email addresses)?
- Have they applied for the correct level of access (Approver/Standard)?
- Users who have left the organisation should have their access de-activated – send details of leavers to necsu.capacitytracker@nhs.net for deactivation

Generic Accounts

Generic Accounts are intended for sharing between multiple users. These accounts are shown a disclaimer every time they login. Organisations who request a generic account should be aware that auditing of activity by that account will not be able to determine which user in the organisation logged in under that generic account (by definition, it's generic). In the event of any queries about historical data changes made by that [generic] account holder, audits will therefore be limited.

1. Registering a New User Account

- a. Applications for a new user account must be made via <https://carehomes.necsu.nhs.uk/>
- b. You can use a PC/Mac and mobile devices (iPad, tablet or smartphone) with internet access to use the system. Supported browsers are Google Chrome, Mozilla Firefox or IE 11+ on Windows and Safari on iOS.
- c. Use the '**Register an Account**' link on the below screen and complete the application form.
- d. It is important that new users complete the form fully and accurately as the details will be forwarded for approval to someone in the organisation they're applying to, for access.
Note: Care Homes should have at least one User with 'Approver' permissions
- e. For access to all care homes for an organisation, select the organisation and leave the '**My Care Home**' field blank.

- f. Once approved, the system will email you your login details including a password which must be changed on first use to something more memorable. Your password must comply with NHS policy on password strength which will be advised on the change password screen.
- g. Add the Capacity Tracker email address to your safe senders list and chose your version of Microsoft Office so alerts do not drop into your junk email – see link for advice:

<https://support.office.com/en-us/article/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce>

Our sending address is necsu.apps@nhs.net

- h. For larger organisations with managed IT policies, ask IT to add the tracker address to your Trust Sites list
<https://carehomes.necsu.nhs.uk/?ReturnUrl=%2Fhome>

Capacity Tracker
Built in partnership with NHS, local authorities and care home providers

NHS

Register Help Videos

Log In

Log in to Capacity Tracker

Email Address

Password

Remember Me ☐

[Log In](#) [Register NOW](#)

[Forgotten password?](#)

Statistics (updated daily)

Provider Type	Vacancies	Registered Providers
Care Home	23802	7984
Acute & Community	840	156

@CapacityTracker 0300 555 0340 NECS

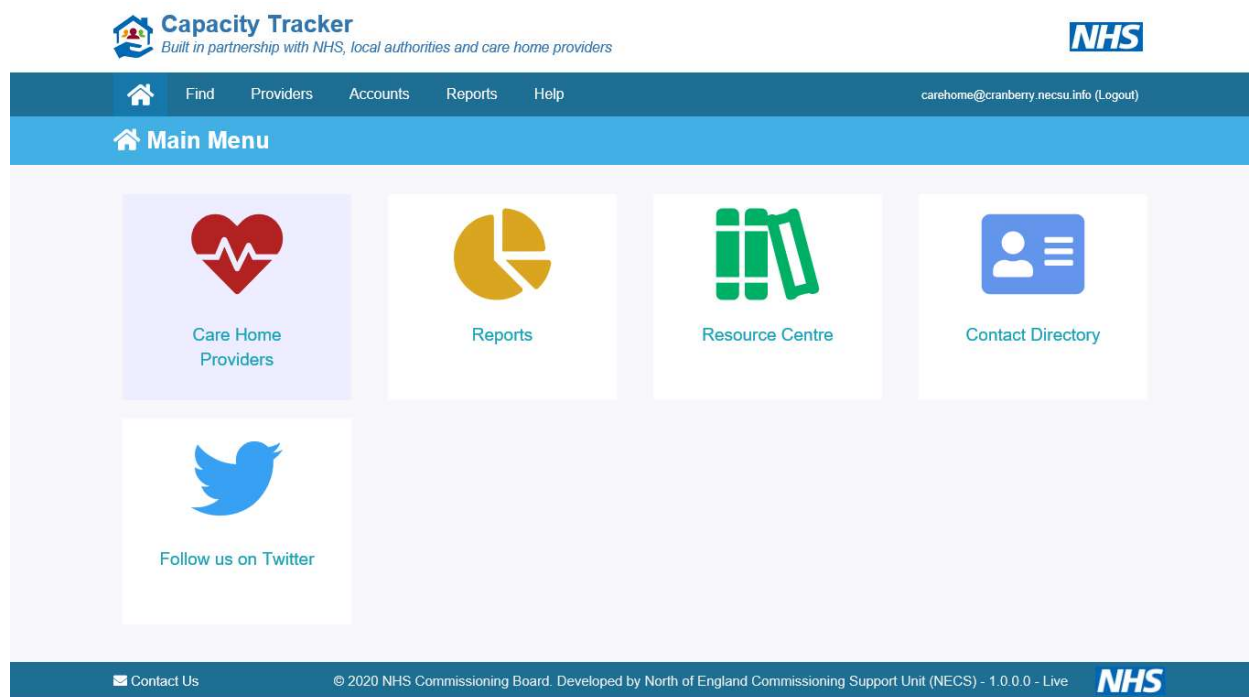
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2. User Login

- a. It is advisable to tick the **'Remember Me'** checkbox so that the system remembers your password, unless of course you are using a public computer/device to access the Portal.
- b. Following a successful login you will be presented with the following **'Home Page'** screen or a variation of it depending upon your organisation type and/or level of permission.

Note: Care home users can only see their own data and will not have access to all reports.

Care Home Provider view:




Account Lockout

If the wrong password is entered **5** times, the account will be locked. To resolve this issue you should contact the Capacity Tracker helpdesk for password reset support.

- For general user support, including account queries and password issues, please contact necs.servicedesk@nhs.net. Please do not remove [Capacity Tracker] from the subject line.
- For technical support, contact necu.capacitytracker@nhs.net

Note: Passwords expire after 90 days and must be changed – a reminder email will be sent prior to this expiry date.

3. Initial Care Home Setup

Please note that you can select  in the top left of the Menu bar from anywhere in the Portal and this will take you back to the Home Page/Main Menu.

Step 1: Edit Care Home

- The first step is to ensure your care home is correctly setup in the system. This is done by selecting the 'Care Home Providers' tile on the Main Menu, you will then be presented with the following screen.

The setup involves working through each of the respective links associated with your Care Home:

- i. Edit Provider Details (Address etc.)
- ii. Business Continuity
- iii. Services offered which include:
 - i. Short Stay Services
 - ii. Long Term Vacancy Types
 - iii. Languages spoken
- iv. Room Costs
- v. Total Capacity
- vi. Vacancies (Once fully registered this is the only screen care home needs to update as and when vacancies change, and at least every 24hrs if there's been no change.
- vii. Contracts – select as appropriate those CCG's and Local Authorities a care home has contracts with

Step 1: Provider Details

First click the **'Edit'** link next to the provider name. This will take you into the Edit Provider Page which allows you to review and update the main details regarding your organisation covering:

- i. Provider Name
- ii. Address
- iii. Postcode (very important that this is entered this correctly)
- iv. Classification and Funding
 - i. Review the information pre-populated as this has been imported from the CQC.
 - ii. Care Type defaults to your care home providing both residential and nursing care. To change either just click on the relevant option. . Green means the option is selected and service is offered, Clicking on again turns the selection Grey, means it is de-selected and that service not offered

- iii. Confirm the Funding Sources you accept by selecting and turning Green those funding sources accepted and turning Grey those funding sources not accepted .
- v. Misc. Details including CQC report URL, Public URL for your specific care home
 - i. The system imports your latest CQC Report URL and Public URL directly from the CQC and this enables other users of the Capacity Tracker to quickly link to these places on the Internet.
 - ii. Please indicate whether you accept out of hours admissions. Out of hours means outside of 9 to 5 Monday to Friday. By checking this box a tick will appear in the box and this indicates that you accept out of hours admissions. Leaving unchecked means you do not offer this option.
- vi. Manager Details. It is extremely important that you check or enter your Manager details as they appear in the search results and are also used to send key communications to your care home and update reminder prompts. You should also include your NHS net Email address as soon as practicably possible as this will be support direct NHS Acute Trusts to care homes. This email address should be in addition to the managers email address; it is important that these details are kept up to date.
- vii. Extended Room Detail – these details can be added as appropriate and will be available in search results
 - i. En-suite facilities – select details of bathroom facilities available
 - ii. Equipment – select the available equipment e.g. none/Bariatric/Hoist
 - iii. Accessibility – various selections are available e.g. stairs/lifts/wheelchair/Level Access

Please note your CQC registered services are listed here alongside the miscellaneous details (Misc. Details). These are imported from CQC so should there be any error here, you will need to contact CQC to have any anomalies corrected. Once CQC have updated any incorrect information this will then be imported into the Capacity Tracker.

Always remember to press the **'Save'** button when you've updated information on any screen. Don't worry if you forget as you will receive a reminder prompt prior to leaving the page

- b. Whilst you are on this page, you have the option to add as many notes as you want about your care home / services. This is not essential and you may choose to not add any notes. An example is given below of the sort of information you may wish to include but please remember these need to be kept up-to-date. If added, notes appear in the search results when users search for capacity. Some homes include information about top-up fees, accessibility, whether you don't accept admissions after a certain time – the choice is yours.

Note Log

[Add a Note for this Care Home](#)

Date: 25/10/2018

Added By: Stuart Flanagan

[Edit](#)

[Delete](#)

No pets allowed

Current building work restricts access . Please access via the side entrance

Additional top up fees may apply

All vacant bed types can flex across the stated bed types offered

Step 2: Business Continuity

Business Continuity details are being captured in response to Covid-19 support and like current vacancies should be updated as and when things change and at least every 24hrs if there's been no change. When accessing the Capacity Tracker for the first time, the Business Continuity element should be completed AFTER Services, Room Costs, Total Capacity, Vacancies have been set up.

a. Current Status:

Provider details | **Business continuity** | Care quality | Edit services | Edit costs | Edit total capacity | Edit vacancies | Edit contracts

Current Status

Admission Status	Open	Partially Closed	Closed
Vacancy Types Status	Dementia Residential <input type="button" value="Open"/> General Residential <input type="button" value="Open"/> Transitional <input type="button" value="Open"/>		
Overall Care Home Status	Green	Amber	Red
COVID-19 Resident Count	0		
Last Updated	Never		

Workforce

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- Admissions Status should be declared. If partially closed is selected, Care Homes can select which vacancy type is closed by clicking on the applicable green open button. This will then change to red and show as closed. To change simply click on closed to change back to open.

Vacancy Type	Weekly Price	Total Capacity	Vacancies	Open/Closed
Dementia Residential	£ 500	30	20	Closed
General Residential	£ 500	30	20	Open
Transitional	£ 200	30	20	Closed
Last Updated		20 Apr 2020 11:10	20 Apr 2020 11:10	
Broker Business continuity access <input type="button" value="No"/>				

- For any change to the status of a vacancy a care home will need to then realign those capacities and vacancies accordingly via the following tabs:
 - Edit Total Capacity
 - Edit Vacancies
- Overall Care Homes Status should be declared by selecting Green/Amber/Red – guidance of each status type is available by hovering over each Green/Amber/Red buttons
 - Green = Operating with minimal/no risks identified today

2. Amber = Operational risks being managed with some risk to deterioration in the coming days
3. Red = Business Continuity in place and/or at a significant risk of being able to accept further admissions in the coming days
- 4.
- iv. Covid-19 Resident Count – this needs to be updated as and when vacancies change, and at least every 24hrs if there's been no change – guidance is available by hovering over the number field
- v. Last updated – this indicates when the information was last updated

b. Workforce

- i. The workforce section is split in to different types of staff (Registered Nurses, Care Providing Staff, and Non-Care providing staff) – there are information buttons next to each one which provides guidance. The data needs to be input based on FTE – Full Time Equivalent – and again there are helpful information buttons. The Establishment FTE needs to include any posts that aren't currently filled. The Absence FTE also needs to include any posts that aren't currently filled along with staff members who are off-sick or self-isolating at that point in time.

	Establishment (FTE) ⓘ	Absence (FTE) ⓘ	Additional FTE Required ⓘ
Registered Nurses ⓘ	5	2	2
Care Providing Staff ⓘ	15	5	5
Non-Care Providing Staff ⓘ	5	Operating within agreed staffing ratio however significant escalation risk in coming days	

Workforce Status: Green Amber ⓘ Red ⓘ

- ii. Workforce status – please select Green/Amber/Red to reflect your care home status– guidance is available by hovering over each button
 1. Green = Operating within agreed staffing ratios with minimal risk identified in the coming days,
 2. Amber = Operating within agreed staffing ratios however significant escalation risk in the coming days
 3. Red = Workforce level ratios breached, business continuity in place
 - 4.

c. Availability of PPE

- i. PPE (Personal Protective Equipment) and there is a list of 5 items of PPE – Disposable Plastic Aprons, Eye/Face Protection, Disposable Gloves, Fluid-Resistant Surgical Masks and Hand Sanitiser. The status of each of these items needs to be captured – again it is a RAG (Red/Amber/Green) status:
 1. Green = acceptable level of PPE or confident of on-going supply
 2. Amber = supplies available within the facility but will run out in 7 days
 3. Red = No supplies available within the facility or will run out in 48 hours
- ii. **SAVE DETAILS** – this must be selected to update the system with any information added with this page

- d. **Contact Directory** - is an optional section – this enables key contact details to be recorded that may help during business continuity or emergency incident where key personnel and organisations need to be contacted i.e. Plumber details, Electrician etc.
 - i. To add contacts select the 'Add Contact' button and complete each column then press 'Add'
 - ii. When completed please select the green 'Save Details' again and this will save the additional changes made to the page – see example below:

Contact Directory (this section is optional)

Category	Name	Organisation Name	Phones	Email	Address	
Electrician	Mr Sparks	Sparky Electricals	123455678	sparkyelectricals@sparky.com	1 Bright Street, Brightside	

[+Add Contact...](#)

Step 3: Care Quality

No action is required for this section; it contains CQC ratings imported from the CQC report. **NOTE: These are imported from CQC so should there be any error here, you will need to contact CQC directly to have any anomalies corrected.**

Step 4: Define the Services that you offer

- a. Select '**Edit Services**' and you will be taken to the screen below.
- b. Short Stay Services – where you are willing to consider one or more Short Stay Services from the list for any of your Vacancies, select as appropriate. If you do not wish to offer Short Stay Services select Short stay services not provided. In selecting a short stay service you are saying that you are willing to consider any placement from this service for any of your declared long term vacancies.
- c. Simply click on the relevant Short Stay Services and Long Term Vacancy Types you offer. These will turn green to confirm your selection.
- d. Languages gives the care home an option to promote whether they can offer any specific language in addition to English as this is sometimes an important decision for some patients looking for a care home with a particular language need. To add additional languages, just start typing and select each language
- e. Once finished, you should press '**Save Services**'.

Note: The services offered must be in accordance as per your CQC Statement of Purpose.

Provider details | Business continuity | Care quality | **Edit Services** | Edit costs | Edit total capacity | Edit vacancies | Edit contracts

Specify vacancy types and languages offered before setting costs and capacity.

Short Stay Services

Discharge to Assess ☒

Intermediate Care ☒

Reablement Support ☐

Rehabilitation ☐

Respite Care ☐

Short stay services not provided ☐

Save Services

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 ☐

Transitional ☐

YPD - Young Physically Disabled ☐

Languages

English ✖

Add New Language

Language Name

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Step 5: Set the cost of each Long Term Vacancy Type & Short Stay Service

Each Vacancy Type offered must have an indicative 'Price per Week' assigned.

If one or more Short Stay Service is selected then an indicative price for that service(s) must be input.

Please Note: If a cost is not assigned to any of these, your Care Home will not have fully completed its registration, the Capacity and Vacancy details will not be editable and will not appear in any search made by those discharge teams trying to identify vacancies.

Provider details | Care quality | Edit services | **Edit costs** | Edit total capacity | Edit vacancies | Edit contracts

My Care Homes

Long Term Vacancies

Vacancy Type	Indicative Price per Week ⓘ
Dementia Residential	£ 500
General Residential	£ 500

Save

Short Stay Services

Vacancy Type	Indicative Price per Week ⓘ
Short stay	£ 750

Step 6: Enter TOTAL capacity for each Long Term Vacancy Type

- Select **"Edit total capacity"** and you will be taken to the screen below
- For each of the Long Term vacancy types defined on the previous screen you will be presented with a row of boxes to enter the TOTAL Capacity. It's therefore important that this is done before moving to the next step and declaring your current Vacancies.
- This is the TOTAL number if full capacity were available (i.e. your care home was completely empty). Current vacancies will be entered on the next screen so please do not get the two mixed up.

- d. The system will automatically calculate the difference between your Total Capacity and the Vacancies which is entered on the next screen (this will be the number of USED beds and will be used for reporting purposes).
- e. After entering total capacities, click **'Save'**
- f. **Please note the number of Beds the care home has registered with the CQC is automatically populated. The TOTAL capacity entered may exceed the capacity registered with the CQC. If this occurs you will be presented with a warning on the screen asking for confirmation.**

Confirm Capacity

Our records show that this care home has **18** rooms registered with the CQC, but you've entered a total of **26**. Is this correct?

Yes, this capacity is correct

No, double check capacity

- g. **If vacancy numbers are not populated, your Care Home will not have fully completed its registration and will not appear in any search for vacancies.**

Provider details | Care quality | Edit services | Edit costs | **Edit total capacity** | Edit vacancies | Edit contracts

◀ My Care Homes

Vacancy Type	Total Capacity
Dementia Nursing	10
Dementia Residential	20
General Nursing	30
Total Entered Capacity : 60	
CQC Stated Bed Capacity : 60	

Step 7: Enter Vacancies for each Long Term vacancy type

- a. Select "Edit Vacancies" and you will be taken to the screen below.
- b. For each of the vacancy types chosen, you will be presented with a row of boxes to enter the Current Vacancies.
- c. This is the number of VACANCIES which you are currently able to provide i.e., if you were contacted today.
- d. Simply enter the VACANCY number against each vacancy type.
- e. **Flexible option:**

- i. If you are able to flex your vacancies across differing vacancy types, check the box against the vacancy type. E.g. you only have ONE available bed and it could be used for any of the vacancy types it's essential that tick the box next to it to identify if the vacancy is flexible.
 - ii. Don't add 1 in each bed type as this would suggest that the home had more vacancies than it actually does. Instead, select one vacancy type that you want to offer and put a 1 next to it, tick the flexible option and place a 0 in the others.
 - iii. The system will not allow you to save more vacant capacity than you have told the system you have as TOTAL capacity. Helpfully, the system will display the TOTAL capacity that you've entered from the previous screen.
- f. **Please note that this is the screen that enables you to update you vacancy information however we have added a new facility to enable you to update your business continuity and vacancy information within one screen. This will be especially helpful to those who need to update more than one location regularly. – See Step 9** This information will be used to determine whether your organisation appears in the search results and is therefore essential to keep your information up-to-date. Once Saved the update is date stamped. If you update daily your vacancy will be listed on all 3 vacancy reports that are produced, providing no other filtering is applied. It is therefore in your interest to update as frequently as possible. This can simply take just 30 seconds and can be updated on the go via mobile phone or tablet with Wi-Fi access.
- g. When you're finished, press 'Save'

Provider details | Business continuity | Care quality | Edit services | Edit costs | Edit total capacity | **Edit vacancies** | Edit contracts

Care Home guidance: To ensure that your Care Home vacancies are accurately reflected in the search facility used by discharge teams, it is important that you regularly update your current vacancies across each vacancy type.

Vacancy Type	Current Vacancies / Max. Capacity	
Dementia Residential	0 / 0 total	<input type="checkbox"/> Is Dementia Residential flexible?
General Residential	9 / 9 total	<input checked="" type="checkbox"/> Is General Residential flexible?
Transitional	0 / 0 total	<input type="checkbox"/> Is Transitional flexible?

Total Available Vacancies: 9

Last Updated: 20 Dec 2019 14:21 by stuart.flanagan1@nhs.net

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Please note for care homes to appear in the search results and any vacancy listings, they must have:

1. Set up their services
2. Defined at least one Long Term Vacancy type cost
3. Where Short Stay Services are offered, included an indicative cost
4. Declared vacant capacity

5. Specified at least one funding source
6. Specified at least one care type

Step 8: Enter Contracts the Care Home has in place with Local Authorities and CCGs

It's easier to transfer a patient / client between organisations that already have a contract with each other. As part of the care home setup process, just select the Edit Contracts link below the Menu Bar and you will be presented with all Local Authorities and CCGs across England grouped by geographical sub-region.

Just click on the relevant organisations to specify the ones which your care home has an existing contract with and they will turn green; save when complete.

Taking the above action sends notifications to the CCG and Local Authority who will need to approve the Contract is in place prior to it being visible to those discharge teams searching for vacancies and have selected this filter.

Edit Contracts (0) **Care Home**

Provider details | Care quality | Edit services | Edit costs | Edit total capacity | Edit vacancies | **Edit contracts**

Please select the organisations with which you have a valid contract.

Local Authorities	CCGs
North East Darlington Borough Council ✓ Durham County Council ✓ Gateshead Metropolitan Borough Council Hartlepool Borough Council ✓ Middlesbrough Borough Council Newcastle-upon-Tyne City Council North Tyneside Metropolitan Borough Council Northumberland Council (Unitary) Redcar and Cleveland Council	Cumbria and North East NHS Darlington CCG ✓ NHS Durham, Darlington And Sedgefield CCG ✓ NHS Hambleton, Richmondshire And Whitby CCG NHS Hartlepool And Stockton-On-Tees CCG ✓ NHS Newcastle Gateshead CCG NHS North Cumbria CCG NHS North Durham CCG ✓ NHS North Tyneside CCG
	Central Midlands NHS Corby CCG NHS East Leicestershire And Rutland CCG NHS Leicester City CCG NHS Lincolnshire East CCG NHS Lincolnshire West CCG NHS Nene CCG NHS South Lincolnshire CCG NHS South West Lincolnshire CCG NHS West Leicestershire CCG

Step 9: Updating Business Continuity and Vacancy details

In line with National Guidance, Care Homes are being asked to update their vacancy/Business Continuity details as soon as they change and at least every 24 HOURS

To help you complete this quickly there is a tile on the Main Menu called Business Continuity & Vacancy Update – it has a symbol of a lightning strike:



Click on this and all the Care Homes you are responsible for updating will appear in alphabetical order.

If you haven't updated your information within the 24 hour period the title of your Home will appear within an amber box:



Firstly you will need to update the Vacancies of the Vacancy types you provide and their open/closed status:

- **Weekly Price – if your weekly vacancy price has changed you can update it here.**
- **If your Capacity has changed (the total number if your facility was EMPTY), this can be amended on this page.**
- **Your vacancies should be updated on this page**
- **Your vacancy type status should be updated on this page – open/closed**

Vacancy Type	Weekly Price	Total Capacity	Vacancies	Open/Closed
Dementia Residential	£ 500	30	20	Closed
General Residential	£ 500	30	20	Open
Transitional	£ 200	30	20	Closed
Last Updated		20 Apr 2020 11:10	20 Apr 2020 11:10	
Broker Business continuity access		<input type="checkbox"/> No		

Broker Business Continuity – By selecting YES you will enable your aligned Local Authority or CCG Broker Service to access and update your information

Current Status:

As set out in Section 2 you need to select the admission status for each of your Vacancy types. Once you have made these changes and clicked save the the Admissions Status will change automatically when you save your update

Changing the open/closed status automatically updates the Admission Status when changes are saved.

Vacancy Type	Weekly Price	Total Capacity	Vacancies	Open/Closed
Dementia Residential	£ 500	30	20	Closed
General Residential	£ 500	30	20	Open
Transitional	£ 200	30	20	Closed
Last Updated		20 Apr 2020 11:10	20 Apr 2020 11:10	
Broker Business continuity access		<input type="checkbox"/> No		

Current Status
Admission Status: Partially Closed
Overall Status: Green Amber Red
COVID-19 Resident Count: 4

You will then need to update the Overall Status (RAG) and update the COVID-19 details if these have changed.

The Workforce element can be updated from this page also

Workforce

	Establishment (FTE) ⓘ	Absence (FTE) ⓘ	Additional FTE Required ⓘ
Registered Nurses ⓘ	<input type="text" value="5"/>	<input type="text" value="2"/>	<input type="text" value="1"/>
Care Providing Staff	<input type="text" value="15"/>	<input type="text" value="5"/>	<input type="text" value="4"/>
Non-Care Providing Staff	<input type="text" value="5"/>	<input type="text" value="2"/>	<input type="text" value="1"/>
Workforce Status	Green	Amber	Red

Followed by the PPE section

Disposable Plastic Aprons	Green	Amber	Red
Eyeface Protection	Green	Amber	Red
Disposable Gloves	Green	Amber	Red
Fluid-Repellent Surgical Masks	Green	Amber	Red
Hand Sanitiser	Green	Amber	Red

✓ Save all

When you have finished updating all the information just click Save all.

If there are no changes to any of your information you still need to update the system every 24 hours – you can simply log into the system and click Save all. This adds a date and time stamp to say your information have been reviewed and is correct. Importantly it also provides assurance to those discharge teams searching for vacancies that they have the most current information available to them and avoids unnecessary telephone calls. The wider information also appears in the daily reports that is used to support collective planning across the health and social care sectors and resolve issues wherever possible, whether through local or national actions..