Elizabeth Hancock, Fulford Nursing Home

"Capacity Tracker is the quickest and simplest tool I work with as a care home manager, yet it solves my biggest and most pressing business issue. It's allowed us to reduce vacancies, improve efficiency and forge new links with discharge teams in hospitals so that they have our availability daily. Most important of all, my residents can find their care home quickly, which reduces their stress and anxiety at a time when they need support and care. It makes a huge difference to families who are normally handed a list of homes and told to start ringing round. Hospitals and local authorities can signpost to homes with vacancies, which saves days sitting in the hospital."

Marie Shalaw, HC One Care Home Manager

"Before Capacity Tracker, we were often inundated by calls from the hospital health and social care discharge teams for our bed availability. Using Capacity Tracker, you can clearly see what is available. It's very easy to sign up, just complete a simple form online. It takes 15 seconds to update availability, and the vacancies go live immediately."

HC One Director of Commissioning Care

"It's really important that colleagues update Capacity Tracker daily as it gives that real-time information to colleagues working in the NHS and social care so that they know where the vacancies are."

In collaboration with NHS England and health and social care our user group helps shape the continual development of the **Capacity Tracker** so it is always evolving to meet users changing needs and priorities.

The **Capacity Tracker** is delivered by NECS an NHS organisation that is renowned for developing and delivering high quality products and services across the country to health and social care.

Crown Commercial Service
Supplier

For further information or to request a demonstration please contact us

📞 0191 301 1300

✉ necsu.capacitytracker@nhs.net

🌐 carehomes.necsu.nhs.uk

🐦 @CapacityTracker

f @NHSCapacityTracker

Capacity Tracker

Make your care home services and vacancies visible in a few clicks.

NHS England

necs

Created with care homes in mind, the Capacity Tracker makes it really easy for you to share your short or long term vacancies with discharge teams in hospitals, councils and CCGs throughout England. They are then better placed to help individuals find a suitable care home often meaning that people don't have to stay in hospital any longer than is necessary.

Over 7,600 care homes have already signed-up to the web-based Capacity Tracker and are using it to help quickly fill their vacancies.

Registration is quick, straightforward and free of charge.

It takes just minutes to register for access; it's very easy to use and is accessible from any desktop or mobile device connected to the internet. 15 seconds is all you need to update or refresh your vacancies.

All we ask is that you keep your vacancy information up-to-date and refresh as a minimum every 7 days.

How Capacity Tracker will benefit your care home.

As soon as you save your vacancies in the Tracker, they can be searched immediately by health and social care discharge teams across England.

You decide when and where to update your vacancy information. Updates can be made at any time, day or night from any internet-connected device, including smartphones and tablets.

It reduces the time spent dealing with disruptive speculative phone calls from discharge staff in hospitals and councils asking if you have a vacancy, freeing your staff up to get on with caring for your residents.

Your vacancies are visible across England, not just to people in your local area so there's a greater chance of you filling your vacancies and securing your income.

The Capacity Tracker is NHS Digital Data Security and Protection Toolkit compliant – meaning any data you provide is held securely.

Top Tips

#1 To make it even simpler to update your vacancies, bookmark the Capacity Tracker page by adding it to your Favourites.

#2 Ensure that you use your NHS mail address when you register so you receive important updates and system messages.

#3 Tick the 'Remember Me' box on the login page so you don't have to remember your password.

#4 Some care homes have delegated the task of updating the information to their night staff as they have found it easier to update when things can be a little quieter.

#5 So that discharge teams are confident that your vacancies are up to date please ensure that you refresh your vacancies as they change but always as a minimum of every 7 days.

#6 If your local discharge teams call you asking about vacancies remind them to access the Capacity Tracker to save themselves time.

#7 Use the Resource Centre as part of your routine – access the information and guidance specifically for care homes rather than having to search more widely.

#8 Dial in to our User Group and Master Classes – these are your opportunity to help us improve the tracker and find out about our continued developments.

#9 Ensure the data the CQC holds on your care home is always up to date – the Capacity Tracker updates care home information directly from the CQC and if it's not accurate we can't change it, you have to do this directly with the CQC.

#10 Ensure that you keep your care homes contact details up to date so that discharge teams can easily contact you regarding your vacancies.