

**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."*

**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."*

**Andrew Hughes, Head of Care and Health Improvement at Local Government Association**

*"We're very keen to see a Capacity Tracker that's not there for moving people to a care home as the first and default option, but to looking at what is the best place for an individual. Capacity Tracker helps create the right opportunities to have those conversations locally about the best place, systems and support."*



Council colleagues and their representatives have worked with NHS England and other health bodies to help shape the continual development of the **Capacity Tracker**.

This ensures the tool 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.



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Commercial  
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# Capacity Tracker

Helping Local Authorities use digital technology to support people to be in the environment most appropriate for their needs.

**For further information or to request a demonstration please contact us**



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@CapacityTracker



@NHSCapacityTracker

## Care home services and vacancies in just a few clicks.



Developed in partnership with care homes, the Capacity Tracker makes it really easy for them to share their short or long term vacancies with discharge teams in hospitals, Local Authorities 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 12,000 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.



## How Capacity Tracker can help Local Authorities

It provides health and social care staff instant access to care home vacancies in real-time.

It's easy to use and free.

It saves time as there is no need to call care homes to find out their vacancy availability.

You can also track which care homes are using the system and how frequently they are updating it.



It supports cross border placements and repatriation.

A brokerage facility is available to support brokerage teams.

Vacancies across England are visible to you in real-time, meaning you can find availability when and wherever you need it.



It provides a suite of analytics and reports that can help inform on DTOC performance overlaid with care home vacancies. This is supported with market intelligence about vacancies and utilisation rates.

It also provides instant intelligence on vacancies for emergency planning.



Care homes that have CCG contracts are easily identified. You can also post alerts about care homes and their vacancies.

A resource centre is available which provides a one stop shop for national advice, information and inspiration.



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