



# Embedding the Capacity Tracker in Milton Keynes

**Commissioners in Milton Keynes have been using the Capacity Tracker to support care homes through the COVID-19 pandemic, with the added benefit of further strengthening existing relationships between health and social care.**

**How has Capacity Tracker benefited your local system?**

*The Capacity Tracker has enabled us to capture potential issues in care homes at an earlier stage, for example the flagging of low supplies of PPE in real time as 70-80% of our care homes consistently update the range of business continuity data every 24 hours.*

**Now, we can log into the tracker at any point and use information from across the sector to inform and target any additional support required as quickly as possible.**

*The availability of this data has supported the strengthening and embedding of existing relationships with our care home providers and between health and social care.*

*70-80% of our care homes consistently update the range of business continuity data every 24 hours.*



*Overall, the information available on the capacity tracker and additional business continuity that has developed through the project will continue to support the CCG and wider health and social care system to respond to the COVID-19 pandemic.*

**Through implementing the capacity tracker locally, we learned the importance of all partners being on board to make the tracker a success and our Milton Keynes Council colleagues supported with those conversations.**

## Has the Capacity Tracker been easy to use and navigate?

*The support given by NECSU has been invaluable. The platform is simple and intuitive to use with a range of helpful resources which enabled the project team to feel confident in answering any questions or queries care home managers had about the tracker. We guided care home data inputters to the help guides or videos on the tracker platform to engage with support materials directly wherever possible.*

The resource material is supported by regular webinars, data packs for our region, and weekly check-ins within the East of England where we are able to ask the Capacity Tracker team additional questions.

## What tasks and processes did you set up to make the Capacity Tracker a success?

*To respond to the COVID-19 pandemic, our commissioning collaborative of Bedford CCG, Luton CCG and Milton Keynes CCG set up a matrix working system. To implement the capacity tracker in Milton Keynes, a small team was tasked with supporting care homes to register onto the tracker and support regular inputting of the data, targeting support where required using a central 'workbook' to help track our progress. This approach seems to have worked well for us, and we quickly reached 100% registration of all care homes within our area.*

Business continuity data including vacancy, PPE and COVID-19 resident and staff cases is used as part of overall business intelligence throughout the system to warn and inform.

*We also regularly communicated with our care home contacts via emails and including letters from our Chief Officer to outline the benefits of updating the tracker for both the care homes themselves and the wider health and social care system. This approach was supported by 1:1 support which included when required reminders via text, emails and phone calls to update the tracker. Where care homes were part of a Provider group, we encouraged them to make connections and seek support from successful inputters within their own group where this would be helpful.*

*"The Capacity Tracker project team worked together to support the successful implementation of the Capacity Tracker within our Milton Keynes Care Homes. We recognised the importance of this work as part of the local response to the COVID-19 pandemic and were pleased to feel that we could make a difference at a time that was very difficult for Care Home staff, residents and their families"*

## What were some of the barriers you faced to implementing the tracker, and how did you overcome this?

*It was evident that some Milton Keynes care homes were unsure of the value of the tracker particularly as similar information was being requested from different quarters of the system. We provided assurance that regular inputting (which takes as little as two minutes per day) would support the avoidance of duplication.*

*We now have consistent engagement and Care Home staff can be assured that when the tracker is updated, the information reaches the appropriate people to help access support.*