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Case Study

Capacity Tracker is a web-based system built by North of England Commissioning Support (NECS) in partnership with NHS England, Local Authority representatives and care home providers.

It enables care homes to share their vacancies in real-time, meaning hospital discharge teams and other health professionals can rapidly search availability throughout England.

Kirklees Care Homes have been utilising the Capacity Tracker since before the outbreak of Covid-19. It was used by the region to identify Care Home vacancies for prospective residents, which was the original purpose of the Capacity Tracker.

Since the Capacity Tracker's nomination as the Department of Health and Social Care system of choice, there have been multiple additions to the system including the Business Continuity questions.



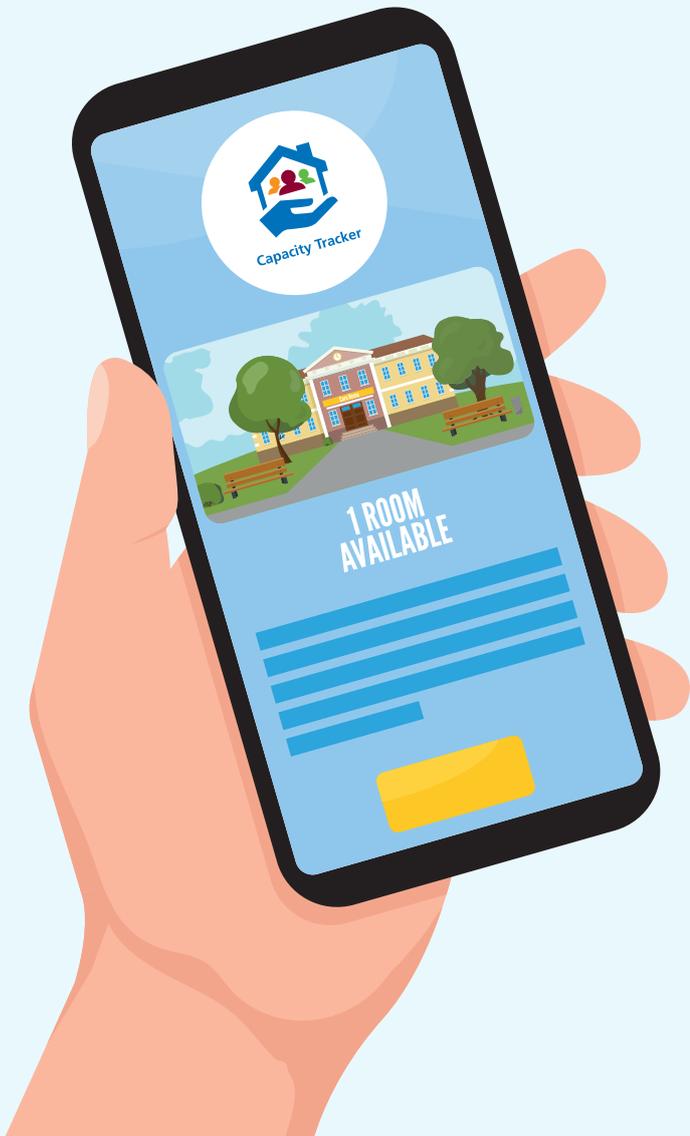
“The Capacity Tracker has also helped in collating and confirming the contact details of all providers and has been used to streamline the various methods of communication.”

Julie Oldroyd, Lead for Transformation, NHS Greater Huddersfield CCG/NHS North Kirklees CCG

How has the Capacity Tracker been used in Kirklees?

Utilising the Capacity Tracker has supported the Kirklees system (Local Authority and the two Clinical Commissioning Groups, Greater Huddersfield and North Kirklees) to be able to closely monitor care home activity and inform regarding market sustainability.

The Capacity Tracker has also helped in collating and confirming the contact details of all providers and has been used to streamline the various methods of communication.



This has supported the Care Homes by receiving all information in one weekly update rather than multiple separate communications.

The new Business Continuity features of the Capacity Tracker enabled the Local Authority and Clinical Commissioning Groups to identify those providers who were in need of the most support.

Those providers who had identified themselves as Red or Amber are contacted first by the contracts team in order to identify and understand the challenges being faced by these providers.

The questions within the Business Continuity section of the Capacity Tracker enable the contracts team to have some understanding of the area of concern for the providers; this helped to demonstrate to the providers the importance of frequently updating the Capacity Tracker.

What is Kirklees focusing on now?

North Kirklees have been focusing on the Adult Social Care questions that provide a greater level of detail of Care Home status, specifically they have been interested in the Mutual Aid and Testing of Staff and Resident questions. These responses allow the region to understand where to focus their coordinated efforts for the best possible outcome.

Utilising the new reports developed by the Capacity Tracker team, it is now possible to understand how frequently these questions are being answered and to engage any providers struggling to answer these questions, as well as being able to engage them to offer any further support.