

Jess Crawford from the Continuing Health Care (CHC) team at NECS talks about how she and her colleagues benefit from using the Capacity Tracker.



What is your role how do you use the Capacity Tracker?

I am part of a busy CHC case management team. We case-manage an allocated group of clients - with some people that live in the community and some already in care homes.

It is a challenging role. You think you've got somebody settled and then you will get a phone call to say that something has happened in a care home and they can no longer meet someone's needs. I have also had to place people in specialist settings out of area as well.

I have worked in healthcare for a while now in Middlesbrough and Redcar and Cleveland, so my knowledge outside those areas is scant. I find Capacity Tracker very useful when it comes to knowing which homes are where and their client base. I use Capacity Tracker from a case management point of view and when fast-tracking clients in end of life care/CHC funding.

Some people want to go home with a package of care. Unfortunately for others

that is not possible so we need to look for a care home that can meet their needs. Thankfully, with the help of the Capacity Tracker it is quite a quite a quick process.

Is the Capacity Tracker a useful tool for you and your colleagues?

We do find it useful. Especially when determining capacity and the data is reliable.

Do people that need additional care always come from an acute hospital or do they come from other settings?

They usually come from community hospitals and settings, but they can come from their home as well. We have clients that have had a package of care in place and even if we increased that, we know that their further needs could not be met at home any longer. We transfer people from home to care home settings and we have people who sometimes need a period of respite as well.

"The Capacity Tracker has been a good platform for us because it provides knowledge on the local area."

"The Capacity Tracker is an easy tool to have at hand when speaking to families on the telephone about the best care home for their loved one."

"The Capacity Tracker saves time. It has all the information that you need at your fingertips."

What specific information do you use in the Capacity Tracker?

To take an example, at present I am having difficulty placing quite a young gentleman with a learning disability. That throws up an issue with the categories because a lot of care homes with this specialism tend to be for the over 65s. We look to see what specialisms the homes can provide as well.

The information from the Capacity Tracker is reliable otherwise I wouldn't be able to use it. Sometimes we need to follow-up with a phone call or email to the care home because they would only accept someone based on an assessment to ensure they can meet the individual's needs. It is good to discuss the various aspects of the homes with families – their location, CQC rating and what specialty care they can offer.

Do you have any issues with the Capacity Tracker?

Not from me. A lot of people on the CHC team have either signed up to it once and used it and after a few glitches are now regular users.

If Capacity Tracker wasn't there, people would have to rely on Google searches. I always phone families and ask them if they have any preference for location of a care home, however we do know that they we can't always promise to keep people locally or in a specific home.