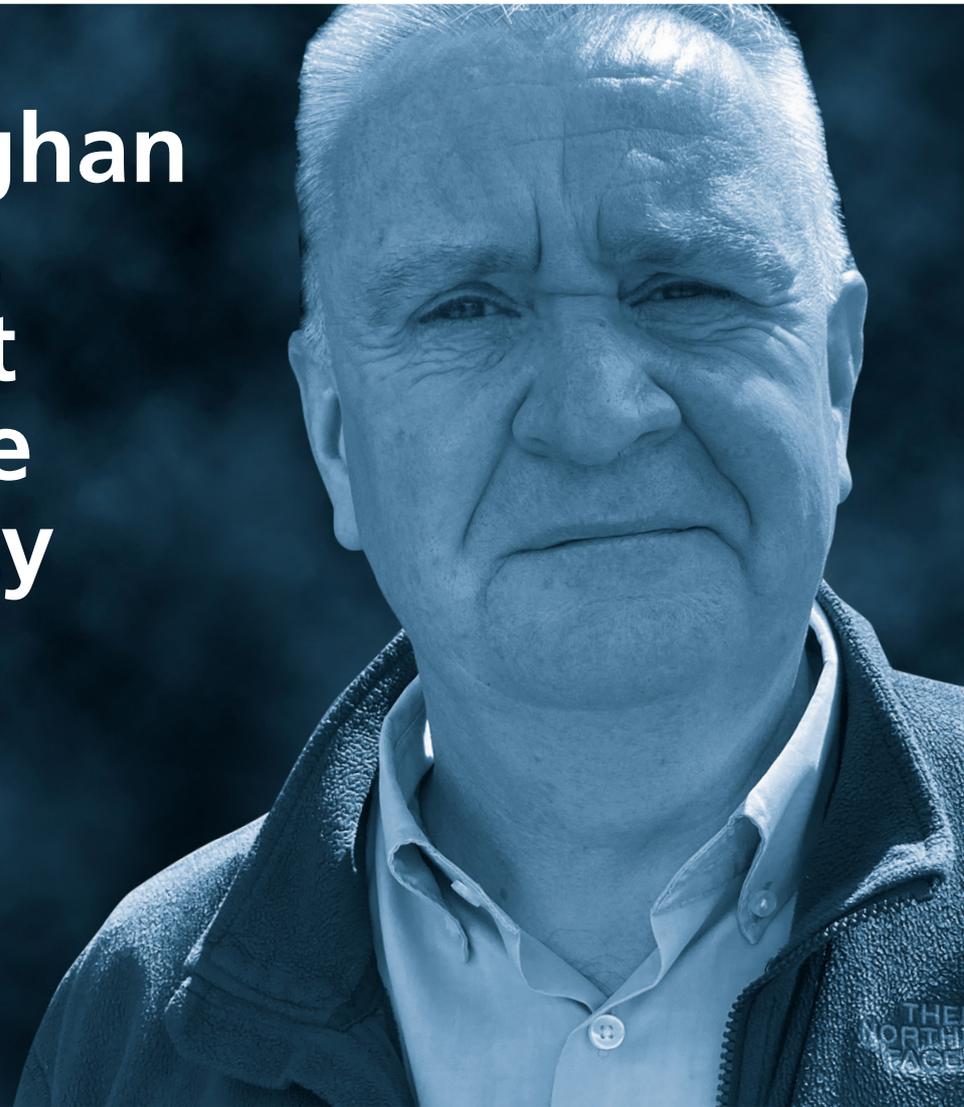


# Matt Callaghan talks about how easy it is to update the Capacity Tracker



Matt Callaghan has been in the care home industry for almost 35 years.

He is currently the Nominated Individual at the Knoll Care Partnership, a 40-bed, purpose-built residential home in Manchester for people with conditions generally associated with old age, particularly those living with dementia.

Matt is the Finance Director with oversight of compliance. He jokes that it is a role that requires many skills: “I’m also the handyman dealing with lost TV remotes, blown light bulbs and blocked toilets!”

Matt has responsibility for updating the Capacity Tracker which he completes daily. He says: “The input takes about two minutes. The time it takes to gather the data is almost insignificant. I walk through the front door, speak to the care manager and then update the Capacity Tracker.”

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Matt is a regular user of the reporting feature on the Capacity Tracker. He said: “It’s really valuable to know how we are doing comparatively. We are an excellent home, CQC gave us outstanding in four out of the five areas.

He added: “We want to challenge ourselves against national evidence and share this with our care team and families, so they know that we are doing well.

“There is real commercial value to the Capacity Tracker, it can demonstrate excellence. It’s nice to prove you’re ahead of the game.”

Matt recently joined the North West Regional Forum, led by the Capacity Tracker team which gives users a chance to discuss key changes and gather feedback. Of the forum, Matt said: “It’s great for sharing our insights, it is one hour every six weeks and really interesting. This is another thing to tell our clients and demonstrates that we are keeping up with best practice and abreast of what is happening in the industry.”

*“It's really valuable to know how we are doing comparatively.”*

Matt and his team were hit with two breakouts over the pandemic.

He said: “The Capacity Tracker has an identifiable purpose; it really makes sense to have a single database to enter all our information. We recognise the need for accurate, up to date data and understand that this can influence national policy and practice, for the benefit of our residents and the adult social care sector.”

*“We want to challenge ourselves against national evidence and share this with our care team and families, so they know that we are doing well.”*