Capacity Tracker
Insight for Care

Department of Health & Social Care

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How Capacity Tracker data underpins intelligence and insight for decision-makers

Sanjeev Kataria, Senior Programme Manager at Oxfordshire County Council, explains how Capacity Tracker data underpins intelligence and insight for decision-makers.

Oxfordshire County Council uses the Capacity Tracker to give them a clear understanding of the status, capacity and capabilities of care homes and other care providers in the county.

Sanjeev explains how the platform feeds into the council's bespoke dashboard that helps senior staff gain an understanding of the current position with care providers and indicates what support providers require across the County.

"We pull the information from the Capacity Tracker and populate the dashboard. This is done daily. The dashboard provides all the key indicators in one easy-to-analyse product. Of course, that accuracy is dependent on users inputting data on a regular basis, and that the data is accurate. The dashboard reveals information such as current vaccination status for care home and agency staff. We are now using the dashboard to monitor the uptake of the Covid-19 vaccination booster and the flu vaccination."

To find out more about Capacity Tracker visit **www.necsu.nhs.uk/CapacityTracker** or to request a demonstration please contact **necsu.CapacityTracker@nhs.net**

What does the Capacity Tracker provide?

Sanjeev says the Capacity Tracker gives the council a picture of the last 24 hours, as well as vaccination rates and whether there are any workforce issues.

"If we see an issue, we can then call the care home or home care provider and understand what the issue is and identify what support they require. Where providers are not updating the Capacity Tracker we contact them on a regular basis to ask them to add their occupancy information so we have an accurate picture of vacancies?, along with other requirements such as their PPE supplies".

"At present the dashboard does require some manual input but we are looking to automate it as much as possible. We are currently looking at using a system called Power BI to help improve efficiency and how information is displayed."

How do you use the data?

Oxfordshire County Council deploys a red, amber, green (RAG) status rating in the dashboard.

"If there is a red indicator, we will work with the provider to better understand their issues and how we can support them. We are currently in the process of calling care homes about vaccination levels and making sure they update the information in the Capacity Tracker."

"We are looking for capacity in the provider and looking at the number of Covid cases that have been reported and vaccination levels. We also pull across Public Health England information into the dashboard and correlate this with the information we take from the Capacity Tracker.

"The vaccination data is important for us, especially with the current deadline for Care Homes. We also look at the occupancy levels for the Care Homes to understand which Providers have a reduced occupancy level that may impact the financial position of the Care Home.

"The vaccination information we get from the Capacity Tracker includes how many residents have been vaccinated and staff as well – resident, agency and homecare. We update the dashboard every day and distribute it to teams in the local authority who request it – from directors to operational staff.

"The only way we can get the data is via the Capacity Tracker. Any other way would be from a variety of sources, so it would be difficult to collect, subject to more inaccuracies and more labour intensive."

What's the future for the Council in using the Capacity Tracker?

"We are always looking at how we can improve how the information from the Capacity Tracker is displayed and easily interpreted. Using Power BI will help and improve on the Excel dashboard we currently use".

Is the dashboard easy to replicate?

"Yes. Another council could replicate it. It would be a case of displaying their information in the right data fields. Inputting would probably be the hardest bit.

"Everyone has access to the same data. We download a CSV file from the Capacity Tracker upload it to the spreadsheet. We then pull that data into other spreadsheets.

"Capacity Tracker is a single source of information, which avoids us having to use multiple systems to draw data from or constantly call care providers to ask for their current data."

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