



Real benefits to using the Capacity Tracker in the South West

Emma Smith is the Registered Home Manager at Eagles Mount Care Home (part of Luxury Care) in Poole, Dorset. Emma has been with Eagles Mount for two years and has worked within the Luxury Care group for 10 years. Luxury Care has six premier care homes across the Bournemouth and Poole peninsula.

Eagles Mount has 72 beds and is divided into three separate living units, offering residential, learning disability and dementia care for elderly people and for adults. The care home works closely with both Bournemouth, Christchurch and Poole Council and Dorset Council and accepts both private and locally funded clients.

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



By updating the Capacity Tracker daily, Emma says: “We are more visible to the brokerage teams who are then more forthcoming with sending us their enquiries.”


Consequently, it has had a positive impact on the home’s occupancy, as Emma adds: “Over 20 admissions in the past month” and “occupancy rates have doubled in recent months”.

Emma also confirms that there have been no speculative calls for two months and she no longer is asked about the care home vacancy status – allowing the home to focus on delivering the care they strive to do.

Moreover, Emma also says that updating the Capacity Tracker is “very easy” and “very quick” and that the system has led to more efficient partnership work with local teams as the referrals received are now “more suitable”.

“ About the Capacity Tracker

The award winning digital cloud-based Capacity Tracker - built in partnership with NHS England, Local Authority representatives and care home providers - enables care homes to share their available capacity in real time and allows users to search for care home availability across England. The system helps the user identify suitable care homes helping the individual to make the right choice for them and ensuring that they don't stay in hospital any longer than is necessary.

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