Capacity Tracker
Insight for Care

Department of Health & Social Care

necs

NHS

CARE

Enhancing social care brokering in Telford and Wrekin

Ian Martin, Procurement and Market Development Officer at Telford and Wrekin Council, spoke to Alex Arvidsson, Capacity Tracker Regional Lead in the Midlands and South-West, about the system benefits to their Brokerage Team.

How has the Capacity Tracker benefited your local system, and what can you do now that you could not do previously? Can you give any real-life examples of where the platform has supported you as a commissioner?

The Capacity Tracker has enhanced the opportunity for our Brokerage and Commissioning teams to source placements quickly. The depth of information and the real time data has made the information gathering much clearer, easier and more instant.

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

The system was recently used to source an out of area placement for a gentleman with Huntington's Disease and further complex needs. The care homes in our local area did not feel they had the specialisms to be able to support.

Provision in Telford and Wrekin can be fairly limited in terms of more complex placements and comprehensive care needs. Quite often we need to look outside of the area for this. Consequently, the Capacity Tracker was used to source an out of area placement – it quickly identified availability and connections without needing to complete hours of background research.

The Capacity Tracker has also helped our partnership with our Integrated Care Board to cross-reference vaccination data, to market position and to target vaccination delivery programmes for our providers.

Has the platform been easy to use and navigate?

The system is generally very intuitive. As with any system, the more experience people have with operating it, the easier things become. It has been easy to pick up with newly registered staff and sections are split logically.

> **_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._

🌐 Find out more   necs View more case studies