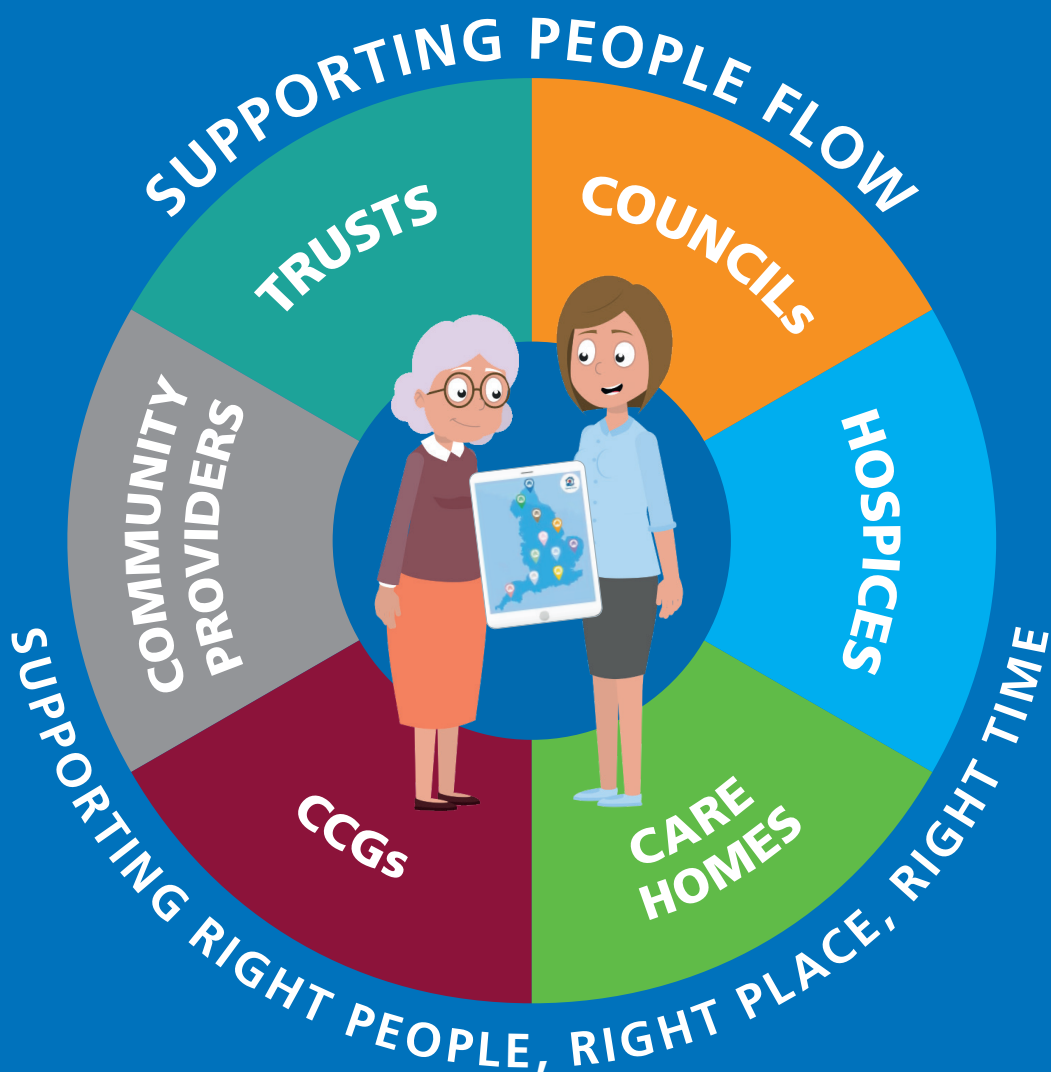




# Capacity Tracker User Guide

## CARE HOMES



# Capacity Tracker User Guide

## System Requirements

The following browsers are supported:

- **Desktop:** Internet Explorer 11/Edge, Firefox, Chrome, Safari
- **Mobile:** Chrome (iOS/Android), Safari (iOS)

Preferred browser is Google Chrome. Using an older version of internet explorer will result in a degraded/non-optimal experience. You can check which browser and version you're using at <https://updatemybrowser.org/>

## User Types

When registering, users can choose either **Standard** or **Approver** permission access. **Approvers** have management rights over other users in their organisation. E.g.: An Approver for your hospice can approve other users who register in from your hospice and also reset their passwords. They are also responsible for removing users who no longer should have access or who have left the organisation.

**Approvers should apply due diligence when reviewing applications for access to the Tracker e.g.**

- Is the applicant a current member of your organisation?
- Is their email address correct (i.e., is it aligned to your organisation, no typing mistakes, no personal email addresses)?
- Have they applied for the correct level of access (Approver/Standard)?
- Users who have left the organisation should have their access de-activated – send details of leavers to [necsu.capacitytracker@nhs.net](mailto:necsu.capacitytracker@nhs.net) for deactivation

# Generic Accounts

Generic Accounts are intended for sharing between multiple users. These accounts are shown a disclaimer every time they login. Organisations who request a generic account should be aware that auditing of activity by that account will not be able to determine which user in the organisation logged in under that generic account (by definition, it's generic). In the event of any queries about historical data changes made by that [generic] account holder, audits will therefore be limited.

## 1 Registering a New User Account

- a. Applications for a new user account must be made via <https://carehomes.necsu.nhs.uk/>
- b. You can use a PC/Mac and mobile devices (iPad, tablet or smartphone) with internet access to use the system. Supported browsers are Google Chrome, Mozilla Firefox or IE 11+ on Windows and Safari on iOS.
- c. Use the **'Register an Account'** link on the below screen and complete the application form.
- d. It is important that new users complete the form fully and accurately as the details will be forwarded for approval to someone in the organisation they're applying to, for access.

Note: Care Homes should have at least one User with 'Approver' permissions

- e. For access to all care homes for an organisation, select the organisation and leave the **'My Care Home'** field blank.

f. Once approved, the system will email you your login details including a password which must be changed on first use to something more memorable. Your password must comply with NHS policy on password strength which will be advised on the change password screen.


g. Add the Capacity Tracker email address to your safe senders list and chose your version of Microsoft Office so alerts do not drop into your junk email – see link for advice:


<https://support.office.com/en-us/article/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce>

Our sending address is **necsu.apps@nhs.net**

n. For larger organisations with managed IT policies, ask IT to add the tracker address to your Trust Sites list

<https://carehomes.necsu.nhs.uk/?ReturnUrl=%2Fhome>

**Capacity Tracker**  
Built in partnership with NHS England, local authorities and care home providers



[Home](#) [Register](#) [Introduction](#) [Help Videos](#)

## Log In

### Log in to Capacity Tracker

Email Address

Password

Remember Me ☐


[Log In](#)

[Forgotten password?](#)

[Register an Account](#)

### Message Board

- Care Homes are encouraged to review and update the new list of Short Stay Services they provide. Guidance is available via the Help menu or using [this link](#).



leading healthcare awards winner  
Improving Outcomes  
Leading healthcare awards

### Care Home Access is FREE

Update your vacancies - it only takes 30 seconds.


Make your vacancies instantly visible to health and social care across the country.


It's **FREE** to register and **FREE** to use.

[Register NOW](#)


### Today's Stats

Care Home Vacancies	22456
Care Homes Registered	7559
Registered Users	12710
CCGs Represented	190
Local Authorities Represented	148

[@CapacityTracker](#) [0300 555 0340](#)  [NECS](#)

 [Contact Us](#)

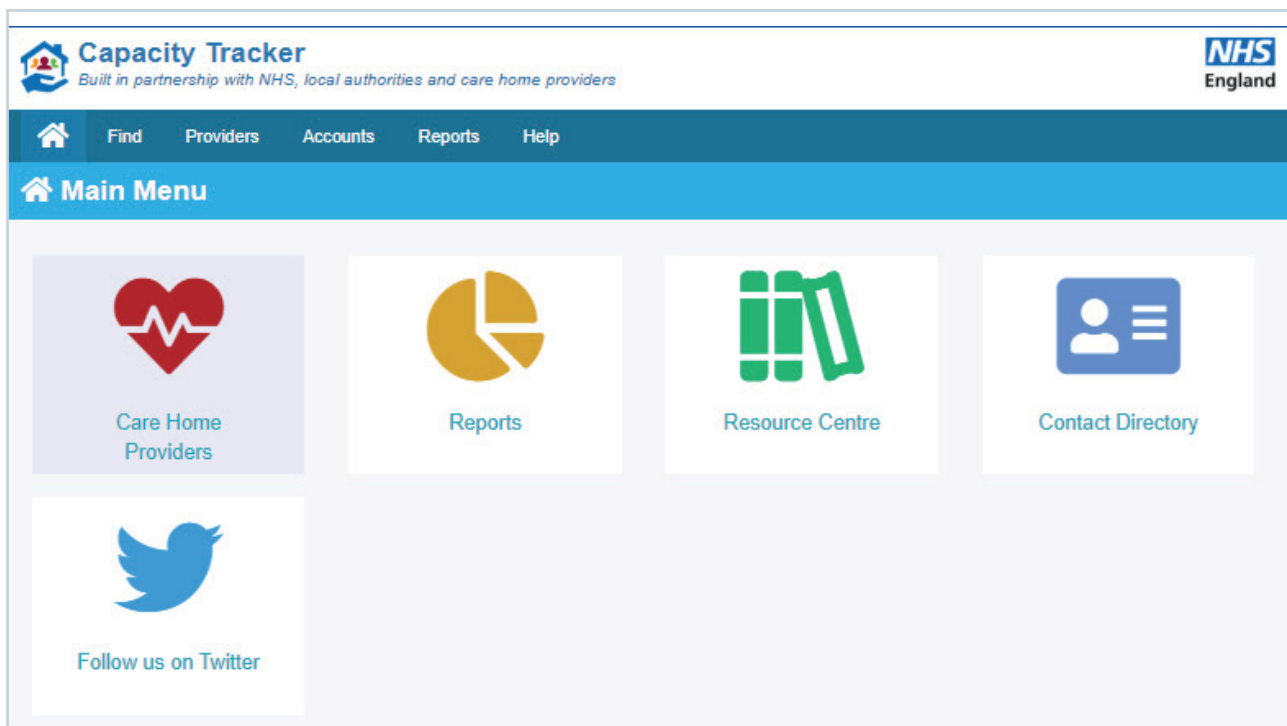
© 2020 NHS Commissioning Board. Developed by North of England Commissioning Support Unit (NECS) - 1.0.0.0 - Live



- a. It is advisable to tick the **'Remember Me'** checkbox so that the system remembers your password, unless of course you are using a public computer/device to access the Portal.
- b. Following a successful login you will be presented with the following **'Home Page'** screen or a variation of it depending upon your organisation type and/or level of permission.

Note: Care home users can only see their own data and will not have access to all reports.

## Care Home Provider view:




## Account Lockout

If the wrong password is entered **5** times, the account will be locked. To resolve this issue you should contact the Capacity Tracker helpdesk by email [necs.servicedesk@nhs.net](mailto:necs.servicedesk@nhs.net) for password reset support.

**Note:** Passwords expire after 90 days and must be changed – a reminder email will be sent prior to this expiry date.

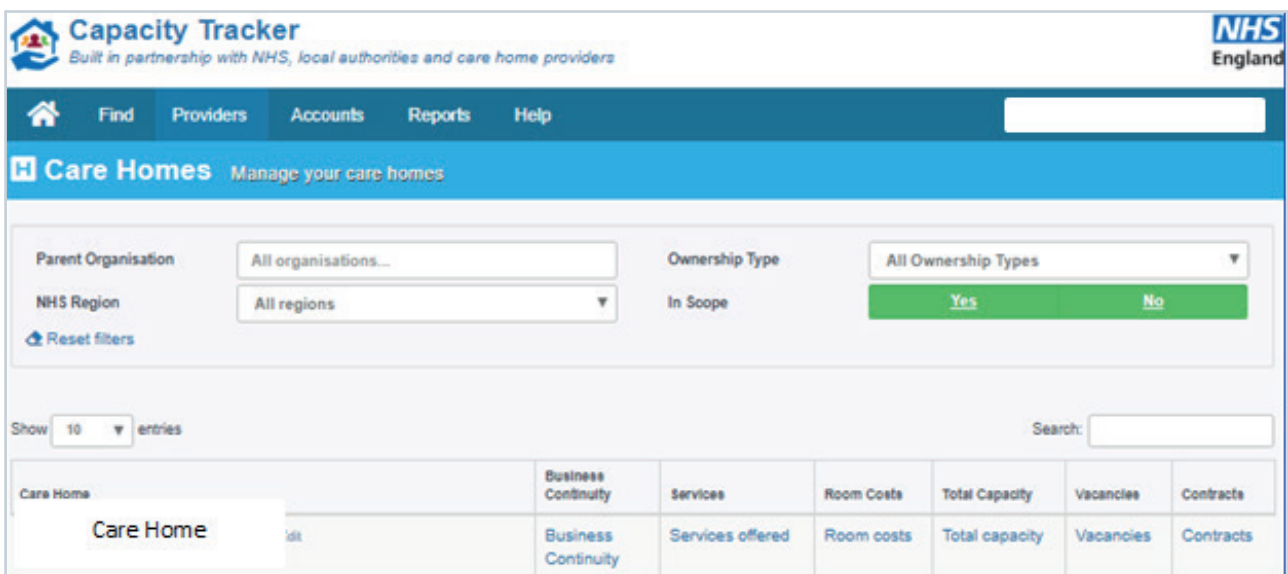
# 3

## Initial Care Home Setup

Please note that you can select  in the top left of the Menu bar from anywhere in the Portal and this will take you back to the Home Page/Main Menu.

### Step 1: Edit Care Home

- a. The first step is to ensure your care home is correctly setup in the system. This is done by selecting the 'Care Home Providers' tile on the Main Menu, you will then be presented with the following screen.



**Capacity Tracker**  
Built in partnership with NHS, local authorities and care home providers

NHS England

Home Find Providers Accounts Reports Help

**Care Homes** Manage your care homes

Parent Organisation: All organisations... Ownership Type: All Ownership Types

NHS Region: All regions In Scope: Yes No

Reset filters

Show 10 entries Search:

Care Home	Business Continuity	Services	Room Costs	Total Capacity	Vacancies	Contracts
Care Home	Business Continuity	Services offered	Room costs	Total capacity	Vacancies	Contracts

The setup involves working through each of the respective links associated with your Care Home:

- i. Edit Provider Details (Address etc.)
- ii. Business Continuity Services offered which include:
  - i. Short Stay Services
  - ii. Long Term Vacancy Types
  - iii. Languages spoken
  - iii. Room Costs
  - iv. Total Capacity
- v. Vacancies (Once fully registered this is the only screen care home needs to update as and when vacancies change, and at least every 24hrs if there's been no change.
- vi. Contracts – select as appropriate those CCG's and Local Authorities a care home has contracts with

## Step 1: Provider Details

First click the '**Edit**' link next to the provider name. This will take you into the Edit Provider Page which allows you to review and update the main details regarding your organisation covering:

- i. Provider Name
- ii. Address
- iii. Postcode (very important that this is entered this correctly)
- iv. Classification and Funding
  - i. Review the information pre-populated as this has been imported from the CQC.
  - ii. Care Type defaults to your care home providing both residential and nursing care. To change either just click on the relevant option. . Green means the option is selected and service is offered, Clicking on again turns the selection Grey, means it is de-selected and that service not offered
  - iii. Confirm the Funding Sources you accept by selecting and turning Green those funding sources accepted and turning Grey those funding sources not accepted .

- v. Misc. Details including CQC report URL, Public URL for your specific care home
- i. The system imports your latest CQC Report URL and Public URL directly from the CQC and this enables other users of the Capacity Tracker to quickly link to these places on the Internet.
- ii. Please indicate whether you accept out of hours admissions. Out of hours means outside of 9 to 5 Monday to Friday. By checking this box a tick will appear in the box and this indicates that you accept out of hours admissions. Leaving unchecked means you do not offer this option.
- vi. Manager Details. It is extremely important that you check or enter your Manager details as they appear in the search results and are also used to send key communications to your care home and update reminder prompts. You should also include your NHS net Email address as soon as practicably possible as this will be support direct NHS Acute Trusts to care homes. This email address should be in addition to the managers email address; it is important that these details are kept up to date.
- vii. Extended Room Detail – these details can be added as appropriate and will be available in search results
  - i. En-suite facilities – select details of bathroom facilities available
  - ii. Equipment – select the available equipment e.g. none/Bariatric/Hoist
  - iii. Accessibility – various selections are available e.g. stairs/lifts/wheelchair/Level Access

**Please note your CQC registered services are listed here alongside the miscellaneous details (Misc. Details). These are imported from CQC so should there be any error here, you will need to contact CQC to have any anomalies corrected.** Once CQC have updated any incorrect information this will then be imported into the Capacity Tracker.

Always remember to press the **'Save'** button when you've updated information on any screen. Don't worry if you forget as you will receive a reminder prompt prior to leaving the page.

- b. Whilst you are on this page, you have the option to add as many notes as you want about your care home / services. This is not essential and you may choose to not add any notes. An example is given below of the sort of information you may wish to include but please remember these need to be kept up-to-date.

If added, notes appear in the search results when users search for capacity. Some homes include information about top-up fees, accessibility, whether you don't accept admissions after a certain time – the choice is yours.



## Note Log

[+ Add a Note for this Care Home](#)

Date: 25/10/2018

Added By: Stuart Flanagan

[Edit](#)

[Delete](#)

No pets allowed

Current building work restricts access . Please access via the side entrance

Additional top up fees may apply

All vacant bed types can flex across the stated bed types offered

## Step 2: Business Continuity

Business Continuity details are being captured in response to Covid-19 support and like current vacancies should be updated as and when things change and at least every 24hrs if there's been no change.

### a. Current Status:



**Capacity Tracker**

Built in partnership with NHS, local authorities and care home providers

**NHS**  
England



[Find](#)

[Providers](#)

[Accounts](#)

[Reports](#)

[Admin](#)

[Help](#)

## Business Continuity

[Provider details](#) | [Business continuity](#) | [Care quality](#) | [Edit services](#) | [Edit costs](#) | [Edit total capacity](#) | [Edit vacancies](#) | [Edit contracts](#)

### Current Status

Admission Status

Open

Partially Closed

Closed

Vacancy Types Status

Dementia Residential

Open

General Residential

Open

Transitional

Open

Overall Care Home Status

Green

Amber

Red

COVID-19 Resident Count

0

Last Updated

Never

### Workforce

[Contact Us](#)

© 2020 NHS Commissioning Board. Developed by North of England Commissioning Support Unit (NECS) - 1.0.0.0 - Live

**NHS**

- i. Admissions Status should be declared. If partially closed is selected, Care Homes can select which vacancy type is closed by clicking on the applicable green open button. This will then change to red and show as closed. To change simply click on closed to change back to open.
  - ii. For any change to the status of a vacancy a care home will need to then realign those capacities and vacancies accordingly via the following tabs:
    1. Edit Total Capacity
    2. Edit Vacancies
  - iii. Overall Care Homes Status should be declared by selecting Green/Amber/Red – guidance of each status type is available by hovering over each Green/Amber/Red buttons
  - iv. Covid-19 Resident Count – this needs to be updated as and when vacancies change, and at least every 24hrs if there's been no change – guidance is available by hovering over the number field
  - v. Last updated – this indicates when the information was last updated
- b. Workforce**
- i. Under the employed column, enter the number of Care Workers and Non-Care workers employed at the Care Home along with the number of workers absent due to sickness on that day. **NOTE: that Care Workers refers to those employed in any capacity for providing Care within the location, i.e. nurses, care assistants. Non-Care Workers relates to those working in support roles, i.e. administration, maintenance etc.**
  - ii. Workforce status – please select Green/Amber/Red to reflect your care home status– guidance is available by hovering over each button
- c. Availability of PPE**
- i. PPE Status - select Green/Amber/Red to reflect your care home status – guidance is available by hovering over each button
  - ii. SAVE DETAILS – this must be selected to update the system with any information added with this page
- d. Contact Directory** - is an optional section – this enables key contact details to be recorded that may help during business continuity or emergency incident where key personnel and organisations need to be contacted i.e. Plumber details, Electrician etc.
- i. To add contacts select the 'Add Contact' button and complete each column then press 'Add'
  - ii. When completed please select the green 'Save Details' again and this will save the additional changes made to the page

### Step 3: Care Quality

No action is required for this section; it contains CQC ratings imported from the CQC report. **NOTE: These are imported from CQC so should there be any error here, you will need to contact CQC directly to have any anomalies corrected.**

### Step 4: Define the Services that you offer

- a. Select '**Edit Services**' and you will be taken to the screen below.
- b. Short Stay Services – where you are willing to consider one or more Short Stay Services from the list for any of your Vacancies, select as appropriate. If you do not wish to offer Short Stay Services select Short stay services not provided. In selecting a short stay service you are saying that you are willing to consider any placement from this service for any of your declared long term vacancies.
- c. Simply click on the relevant Short Stay Services and Long Term Vacancy Types you offer. These will turn green to confirm your selection.
- d. Languages gives the care home an option to promote whether they can offer any specific language in addition to English as this is sometimes an important decision for some patients looking for a care home with a particular language need. To add additional languages, just start typing and select each language
- e. Once finished, you should press '**Save Services**'.

**Note: The services offered must be in accordance as per your CQC Statement of Purpose.**

## Edit Services

Provider details | Business continuity | Care quality | **Edit Services** | Edit costs | Edit total capacity | Edit vacancies | Edit contracts

Specify vacancy types and languages offered before setting costs and capacity.

### Short Stay Services

- ☒ Discharge to Assess
- ☒ Intermediate Care
- ☐ Reablement Support
- ☐ Rehabilitation
- ☐ Respite Care
- ☐ Short stay services not provided

### Long Term Vacancy Types (Required)

- ☐ Community Care
- ☐ Dementia Nursing
- ☒ Dementia Residential
- ☐ General Nursing
- ☒ General Residential
- ☐ Learning Disability Nursing
- ☐ Learning Disability Residential
- ☐ Mental Health Nursing
- ☐ Mental Health Residential
- ☐ Transitional
- ☐ YPD - Young Physically Disabled

### Languages

English ✗  
**Add New Language**

Language Name

☒ Save Services

Contact Us

© 2020 NHS Commissioning Board. Developed by North of England Commissioning Support Unit (NECS) - 1.0.0.0 - Live

**NHS**

## Step 5: Set the cost of each Long Term Vacancy Type & Short Stay Service

Each Vacancy Type offered must have an indicative 'Price per Week' assigned. If one or more Short Stay Service is selected then an indicative price for that service(s) must be input.

**Please Note:** If a cost is not assigned to any of these, your Care Home will not have fully completed its registration and will not appear in any search for vacancies.

Provider details | Care quality | Edit services | **Edit costs** | Edit total capacity | Edit vacancies | Edit contracts

My Care Homes

### Long Term Vacancies

Vacancy Type	Indicative Price per Week ⓘ
Dementia Residential	£ 500
General Residential	£ 500

### Short Stay Services

Vacancy Type	Indicative Price per Week ⓘ
Short stay	£ 750

☒ Save

## Step 6: Enter TOTAL capacity for each Long Term Vacancy Type

- a. Select **"Edit total capacity"** and you will be taken to the screen below
- b. For each of the Long Term vacancy types defined on the previous screen you will be presented with a row of boxes to enter the TOTAL Capacity. It's therefore important that this is done before moving to the next step and declaring your current Vacancies.
- c. This is the TOTAL number if full capacity were available (i.e. your care home was completely empty). Current vacancies will be entered on the next screen so please do not get the two mixed up.
- d. The system will automatically calculate the difference between your Total Capacity and the Vacancies which is entered on the next screen (this will be the number of USED beds and will be used for reporting purposes).
- e. After entering total capacities, click **'Save'**
- f. **Please note the number of Beds the care home has registered with the CQC is automatically populated. The TOTAL capacity entered should NOT exceed the capacity registered with the CQC.**

If you try to do this you will be presented with a warning on the screen asking if you're sure. This will be monitored by your System Champion(s).

- g. If vacancy numbers are not populated, your Care Home will not have fully completed its registration and will not appear in any search for vacancies.

Provider details | Care quality | Edit services | Edit costs | **Edit total capacity** | Edit vacancies | Edit contracts

My Care Homes

Vacancy Type	Total Capacity
Dementia Nursing	10
Dementia Residential	20
General Nursing	30

Total Entered Capacity 60

CQC Stated Bed Capacity 60

✓ Save

## Step 7: Enter Vacancies for each Long Term vacancy type

- a. Select "Edit Vacancies" and you will be taken to the screen below.
- b. For each of the vacancy types chosen, you will be presented with a row of boxes to enter the Current Vacancies.
- c. This is the number of VACANCIES which you are currently able to provide **i.e., if you were contacted today.**
- d. Simply enter the VACANCY number against each vacancy type.
- e. **Flexible option:**
  - i. If you are able to flex your vacancies across differing vacancy types, check the box against the vacancy type. E.g. you only have ONE available bed and it could be used for any of the vacancy types it's essential that tick the box next to it to identify if the vacancy is flexible.
  - ii. Don't add 1 in each bed type as this would suggest that the home had more vacancies than it actually does. Instead, select one vacancy type that you want to offer and put a 1 next to it, tick the flexible option and place a 0 in the others.
  - iii. The system will not allow you to save more vacant capacity than you have told the system you have as TOTAL capacity for obvious reasons. Helpfully, the system will display the TOTAL capacity that you've entered from the previous screen.
- f. **Please note that this is the screen that you are asked to update as and when things change, and at least every 24hrs if there's been no change. (Parent Companies/Organisations with multiple care homes see important notes in Step 9)** and this information will be used to determine whether your organisation appears in the search results when an NHS provider / Local Authority / CCG etc. tries to find spare capacity which is why it is essential to keep your information up-to-date .Once Saved the update is date stamped. If you update daily your vacancy will be listed on all 3 vacancy reports that are produced, providing no other filtering is applied. It is therefore in your interest to update as frequently as possible. This can simply take just 30 seconds and can be updated on the go via mobile phone or tablet with Wi-Fi access.
- g. When you're finished, press 'Save'

## Edit Vacancies

Provider details | Business continuity | Care quality | Edit services | Edit costs | Edit total capacity | **Edit vacancies** | Edit contracts

**Care Home guidance:** To ensure that your Care Home vacancies are accurately reflected in the search facility used by discharge teams, it is important that you regularly update your current vacancies across each vacancy type.

Vacancy Type	Current Vacancies / Max. Capacity	
Dementia Residential	<input type="text" value="0"/> 0 total	<input type="checkbox"/> Is Dementia Residential flexible?
General Residential	<input type="text" value="9"/> 9 total	<input checked="" type="checkbox"/> Is General Residential flexible?
Transitional	<input type="text" value="0"/> 0 total	<input type="checkbox"/> Is Transitional flexible?
<b>Total Available Vacancies</b> 9		

Last Updated 20 Dec 2019 14:21 by stuart.flanagan1@nhs.net

✓ Save

Please note for care homes to appear in the search results and any vacancy listings, they must have:

1. Set up their services
2. Defined at least one Long Term Vacancy type cost
3. Where Short Stay Services are offered, included an indicative cost
4. Declared vacant capacity
5. Specified at least one funding source
6. Specified at least one care type

## Step 8: Enter Contracts the Care Home has in place with Local Authorities and CCGs

It's easier to transfer a patient / client between organisations that already have a contract with each other. As part of the care home setup process, just select the Edit Contracts link below the Menu Bar and you will be presented with all Local Authorities and CCGs across England grouped by geographical sub-region.

Just click on the relevant organisations to specify the ones which your care home has an existing contract with and they will turn green; save when complete.

**Taking the above action sends notifications to the CCG and Local Authority who will need to approve the Contract is in place prior to it being visible to those discharge teams searching for vacancies and have selected this filter.**

The screenshot shows the 'Edit Contracts' page for a 'Care Home'. The page has a blue header with the title 'Edit Contracts' and a sub-header 'Care Home'. Below the header is a navigation bar with links: 'Provider details', 'Care quality', 'Edit services', 'Edit costs', 'Edit total capacity', 'Edit vacancies', and 'Edit contracts'. The main content area has a light blue background with the instruction 'Please select the organisations with which you have a valid contract.' Below this, there are two columns: 'Local Authorities' and 'CCGs'. The 'Local Authorities' column lists several councils, with 'Darlington Borough Council', 'Durham County Council', 'Hartlepool Borough Council', and 'Middlesbrough Borough Council' highlighted in green. The 'CCGs' column lists several NHS trusts, with 'NHS Darlington CCG', 'NHS Durham Dales, Easington And Sedgfield CCG', 'NHS Hambleton, Richmondshire And Whitby CCG', 'NHS Hartlepool And Stockton-On-Tees CCG', 'NHS Newcastle Gateshead CCG', 'NHS North Cumbria CCG', 'NHS North Durham CCG', and 'NHS North Tyneside CCG' highlighted in green. The 'Central Midlands' column lists several NHS trusts, with 'NHS Corby CCG', 'NHS East Leicestershire And Rutland CCG', 'NHS Leicester City CCG', 'NHS Lincolnshire East CCG', 'NHS Lincolnshire West CCG', 'NHS Nene CCG', 'NHS South Lincolnshire CCG', 'NHS South West Lincolnshire CCG', and 'NHS West Leicestershire CCG' listed.

## Step 9: Updating Capacity details

Regular updates of your vacancies will help organisations searching for availability, should reduce the number of unnecessary calls to your care homes asking if you have a vacancy and produce more targeted calls regarding your actual vacancies. You should update in line with the National guidance below Providing you have entered an up to date email address in the Manager Details within the first step in the process Edit Provider Details Section email reminders to update your vacancies will be automatically sent if your data is not update as required.



If your vacancies have not changed, simply go to the edit vacancies page and select the save button at the bottom of the page. This refreshes the date of the data so any organisation searching for capacity is reassured that this is the most up-to-date information available.

**In line with National Guidance, Care Homes are being asked to update their vacancy/Business Continuity details as soon as they change and at [least every 24 HOURS](#)**

**[Daily update reminder emails will be sent to you from the system](#)**

## **IMPORTANT NOTE FOR PARENT COMPANIES/ORGANISATIONS WITH MULTIPLE CARE HOMES:**

### **BULK CAPACITY UPDATE FEATURE**

For the owners of multiple care homes or Parent Organisations we have simplified updating your care home vacancies via the bulk capacity update functionality within the Capacity Tracker.

To do this from the main screen simply select the **Providers** tab and from the drop down box select the **Bulk Capacity Update** option.

You will then be presented with a screen showing all care homes aligned to your user profile.

From this you will quickly be able to update Vacancy Type, by its

- Cost,
- Total Capacity
- Vacancies

Once completed simply select the green **SAVE** button

### **ADDING FURTHER CARE HOMES**

If you need to add further care homes to your account, follow the steps below:

- go to the **Main Menu**
- select the **Accounts** tab
- within **My Access** simply add the postcode of the care home, then click search
- From the list produced click on the required care home and a tick will be then be displayed.
- Repeat this process for each new home required
- Once completed click on the green update button.

Your requested additional new access will then be reviewed by either the Approver that is in place for your care home or the Capacity Tracker team.

**For further information or to request  
a demonstration please contact us**

---



0191 301 1300



[necsu.capacitytracker@nhs.net](mailto:necsu.capacitytracker@nhs.net)



[carehomes.necsu.nhs.uk](http://carehomes.necsu.nhs.uk)



@CapacityTracker



@NHSCapacityTracker