

Capacity Tracker-our success story so far

As of 3rd October 2018, the Capacity tracker is showing:

7961 Available care home beds

2480 Care homes registered

5743 Registered users

83 CCG's represented

72 Local Authorities represented

Background

The introduction of the Five Year Forward View (FYFV) (2014)¹ promised to catapult change and transformation onto another level of performance and delivery in the evolution of the NHS and pointed to smart technology as one of the complementing drivers that are helping to facilitate that change by making healthcare less expensive, more efficient, more accessible and crucially improving the quality of care (Deloitte 2018)²

The collaboration between NHSE and NHS North of England Commissioning Support (NECS) was set up to address a portion of these drivers and provide a customised, cost effective and scalable web-based solution to support our health & social care colleagues to:

1. Provide overall system visibility of the state of the care home market by means of capturing 'real time' capacity
2. Provide a positive impact on systems' performance
3. Reduce Delayed Transfers of Care

In Sept 2017, funding provided by NHSE North engaged NECS to design, develop and implement an online portal that would support health systems with the initial roll out in the North of England.

Branded as the 'Capacity Tracker' this innovative product is a web-based platform, which makes the best use of information technology to minimise the burden on busy front line staff so they are more able to focus on delivering patient care.

Our overarching strategy included:

1. Collaboration model-not only with our health & social care colleagues, but the wider health ecosystem. When implemented correctly, the Capacity Tracker provides a mechanism that aligns eco system collaborations with a simple to use and cost effective solution to support systems whilst containing costs.
2. Overarching alignment with Social Care & NHS policy drivers-we are a NHS brand and as such we strive for excellence
3. An ambitious software development plan, which included:

- A pilot study to ensure the product is functioning accurately
- A rigorous process of analysis and testing of the product at various stages of the development
- A co-designed process-a crucial element was to continuously evolve the architecture of the product using the valuable feedback from our users. To enable this we set up a 'user group' to discuss any issues and potential product enhancements to ensure it remained fit for purpose and kept the end-users engaged
- An ambitious growth strategy, which builds scalability from the outset. Performance and impact from the North region would be proven and from this foundation geographic extension would be initiated from Q2 2018
- Rapid mobilisation plan across the NHSE North region
- Robust stakeholder engagement and communications plan
- Robust governance processes
- Knowledge transfer-we aim to harness and share the benefits that come from Interoperable systems and utilise this knowledge to support the NHS and wider system health eco system

Mobilisation Strategy

A typical mobilization will involve the following:

1. Rapid pace of mobilisation-STP mobilisation usually complete within 6-8 weeks including care homes, CCGs, Local Authorities and NHS Trusts
2. Rapid set up - users can self-register and so have access in minutes
3. Local system champion's co ordinating with both health & social care systems providing transparency & communication consistency, which in turn promotes local ownership.
4. Weekly WebEx-providing support to systems.
5. Knowledge Transfer-disseminating knowledge into systems, which in itself enables economies of scale.

Key Features of the Capacity Tracker

Some key functionalities are listed below

- ✓ Visibility of real-time bed state at different geographic levels (Region, STP, CCG, LA etc.) – very easy to add HWBB too if required
- ✓ Visibility of care homes who are not updating their bed state
- ✓ Tracking of bed availability/vacancies by CCG and Bed Type over time to support commissioning decisions
- ✓ Ability to search for available care home beds across geographical boundaries
- ✓ Ability to rapidly search / filter for beds based on funding available
- ✓ Ability to exclude / filter care homes that have not recently updated their bed state
- ✓ Ability for Local Authorities to add / remove alerts to care homes
- ✓ Accessibility: Users can reset their own passwords and LAs use our Tracker just as Health do
- ✓ Free to register and free to use for care homes
- ✓ Making the most of available data: Powerful analytical capabilities to take advantage of the published national DTOC data removing the need for users to have to download spreadsheets and perform tricky functions in Excel –

historical DTOC data is now available to users within Capacity Tracker and can be analysed down to NHS Trust or Local Authority level

- ✓ NHS Digital Data Protection and Security Toolkit compliant
- ✓ Care homes can rapidly update their bed state within 30 seconds, anytime, anywhere
- ✓ Interactive 'resource centre' to disseminate key messages from eco system colleagues e.g. PHE Flu Information, Care Home Newsletters, 111
- ✓ We take a health and social care system approach and encourage strong stakeholder collaboration when implementing capacity tracker
- ✓ 100% built and owned by the NHS

Data Linkages

- ✓ Capacity Tracker is integrated with the CQC public download which is updated every month
- ✓ Capacity Tracker is linked to the NHSE published DTOC data and is refreshed every month enabling full analytical capability from National & Regional level down to Trust and LA level
- ✓ Capacity Tracker is integrated with PAMMS 3rd party – currently supporting the Local Authorities' Regional Quality Monitoring Framework across East Midlands and South, significantly enhancing the qualitative data available about care homes beyond the scope of CQC
- ✓ NECS has an API capable of accepting bed states from other suppliers' platforms. This means we are able to work collaboratively with other suppliers to produce aggregated data

Scalability

1. Capacity Tracker is generic to all geographical areas so it's ready now.
2. Capacity Tracker is already pre-populated with every care home in England, together with their CQC ratings and all homes are correctly aligned to their respective NHS region, sub-region, STP, CCG and LA so, any Care home can be registered in 30 secs and immediately start submitting bed vacancy information that will populate the Bed Availability dashboard, instantly.

Benefits of the Capacity Tracker

1. Vastly improves efficiency of discharge teams by reducing significant volumes of phone calls to care homes enabling staff teams to spend more time delivering direct patient care rather than administration
2. It's accessible from any device connected to the Internet including smartphones and tablets so there's no additional IT equipment required and because the application is so simple to use, minimal training is required
3. Health professionals can help patients & families quickly find care homes with available beds that are within their budget so improving patient experience once the decision has been made to discharge to a care home.
4. Rapid set up – users can have access in minutes
5. Care homes can update their bed state on the move, i.e. whenever and wherever they are rather than having to answer high volumes of calls from discharge team asking them if they have a vacancy,
6. Excellent user feedback from care home providers, local authorities and CCGs

Endorsements

1. The Capacity Tracker is helping practitioners involved in placing older people in care homes greatly and is also supporting strategic commissioning managers to have an overview of the supply available in the area.
Rotherham Local Authority
2. Capacity Tracker is a good example of innovation
Secretary of State, Matt Hancock
3. [Capacity Tracker] is one of the smart new ways tech can be used to help everyone
Martin Vernon, National Clinical Director for Older People
4. The Capacity Tracker is a fantastic resource that will enable staff to swiftly and safely transfer their clients to an environment where their health can be optimised and ensure the CHC assessments will be made by the right staff at the right time in the most appropriate environment
Gill Paxton, North Regional Lead for CHC

Product Development Roadmap

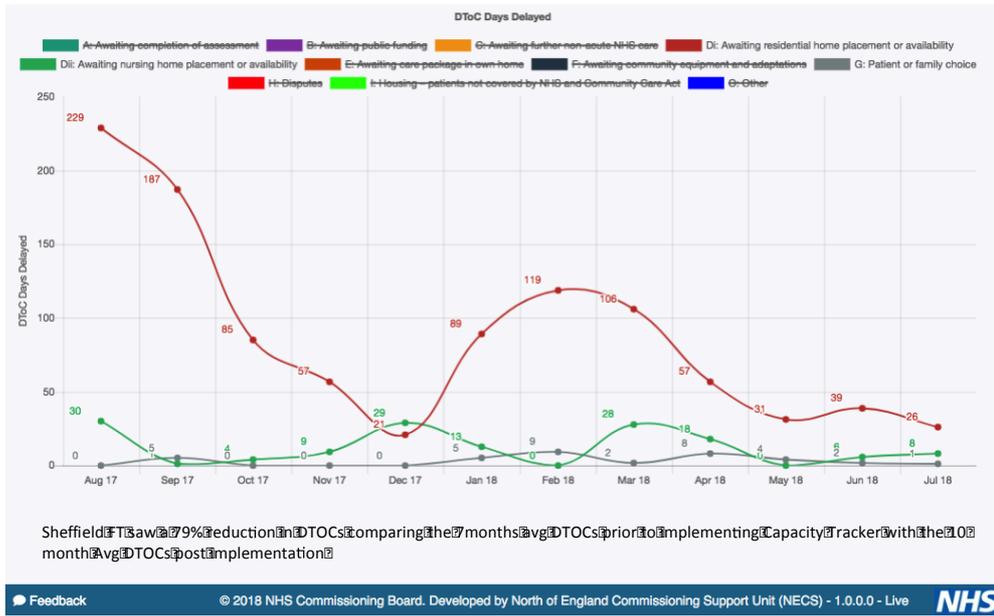
This application has the potential to be applied to many different situations that require real-time capacity monitoring / visibility. Some other developments in the pipeline already include.

1. A Home Care application is in development and we are liaising with the UK Home Care Association in this regard
2. Production of a national bed availability system
3. Investigating the wider applications of this capacity tool
4. Enhancements to local authority reporting
5. Public Access
6. Integration with care home quality assessment tools to provide a richer dataset to local authorities in order to help them fulfil their statutory obligations relating to care homes.

Impacts of the Capacity Tracker

Figure 1 below highlights Sheffield NHS Foundation Trust's 79% reduction in DTOCs comparing the 7 months Avg DTOCs prior to implementing Capacity Tracker with the 10 month Avg DTOCs post implementation

Evidence of Impact Sheffield Teaching FT



Pace of Implementation Devon STP

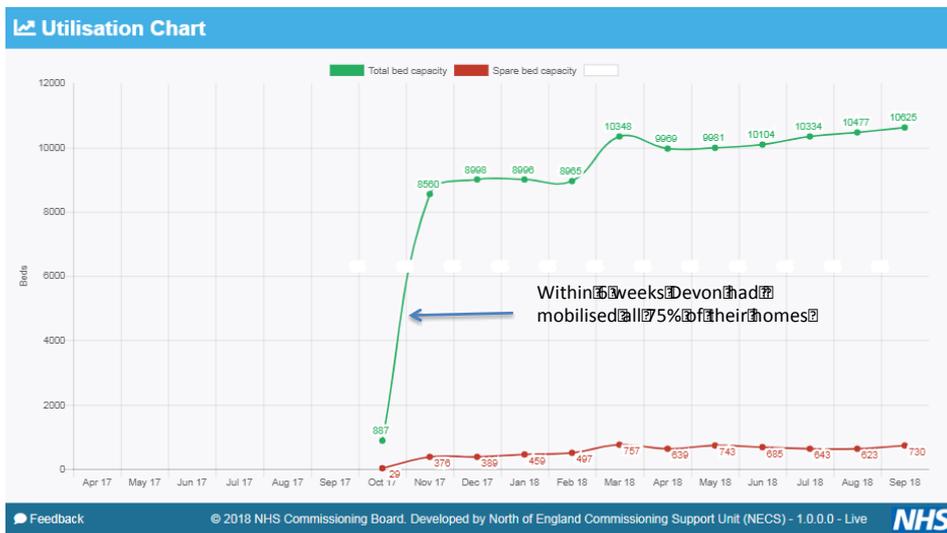


Figure 2: Pace of Implementation Devon STP

In Summary

This is a very cost effective and simple application tool that is very easy to deploy, add pace at scale and requires minimal training for care home users.

We think this is an excellent example how it can make a difference to front line patient care and patient/service user experience