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STP Leads

cc. CCG Accountable Officers

ADASS

LGA

Regional Directors of Nursing

Regional Directors

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05 November 2018

Dear colleague

Gateway number: 08590

Implementation of Capacity Tracker: Care Home Bed Availability Web Application

In previous years the NHS has put a lot of focus on patient flows through NHS hospitals and has recognised the importance of discharge into the community with, where necessary, the support of home care or a placement within a care home. Delays in discharge to care homes (nursing and residential) or due to patient choice can be significant and last year contributed to over 24,000 DTOC Beds, equivalent to almost 0.75 million days delayed which represents about 37% of England's total delayed transfers of care.

When the decision has been made that a care home placement is needed there are often delays in identifying an appropriate placement due to the need to contact several care homes. In addition the traditional method of making several phone calls places a considerable burden on clinical and social work teams in hospitals and care homes and unnecessary distress to relatives

["The Framework for Maximising the Use of Care Home and Use of Therapy-Led Units for Patients Medically Fit for Discharge"](#) recommended the implementation of a real-time system-monitoring information technology solution to access care home bed availability in order to determine bed capacity and accelerate patient flows. This recommendation remains valid this winter and we want to rapidly accelerate implementation.

Over the last 18 months NHS England (North) has been working with NHS North of England Commissioning Support (NECS) in conjunction with NHS, Local Authorities and care home managers to develop and implement a web based application called Capacity Tracker. By instantly making care home capacity visible across the country it has been shown to have a significant impact on minimising avoidable delays when the decision has been made that a patient needs to be in a care home.

Capacity Tracker has been successfully deployed in 37 health and social care systems across the North of England and in Berkshire and Devon and we now want to see this rolled out across

the Midlands and East, South West and South East regions at pace. The London region has already been working with its stakeholders to implement its own bed tracker system and the expectation is that both bed tracker systems will eventually pool bed data to create a national overview of care home bed availability, searchable by all health and social care systems across England.

The Capacity Tracker:

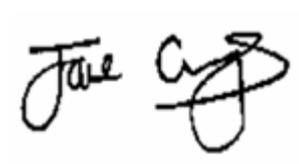
- Improves patient choice and supports decision making
- Provides overall system visibility of the state of the care home market, in a more efficient and timely fashion to capture 'real time' capacity and provide market oversight
- Provides a positive impact on systems' performance including a reduction in DTOC
- Provides the ability to determine longer term strategic commissioning approaches through a comprehensive suite of reports
- Enables effective interrogation of the published national DTOC data and local bed availability.

To achieve the national ambition of having the bed tracker rolled out for use across Midlands and East, South West and South East regions as soon as possible, NHS England has engaged NHS North of England Commissioning Support (NECS) to support Sustainability and Transformation Partnerships (STPs) get this implemented quickly. NECS have significant experience of mobilising this product across health and social care and will support regional teams to do so including helping with onboarding care homes in your STP. This will involve a dedicated team of call handlers making contact with each care home to help with user registration and setup in the bed tracker.

By Friday 18th January 2019 we expect all CCGs to be using a web-based care home bed tracker system and for a minimum of 50% of care homes to be inputting data into the system on at least a weekly basis.

As part of your preparations for winter and your work to reduce DTOC, if you haven't already implemented an electronic care home bed tracker, can you please ensure you work with NHS NECS to implement the Capacity Tracker application as soon as possible by contacting Jonathan Maloney, Programme Director at NHS NECS on 07989474840 or by emailing jonathan.maloney@nhs.net **no later than Wednesday 7th November 2018** to confirm your agreement to implement together with the nominated lead and contact details for each CCG/LA who NECS will need to work with.

Each STP mobilisation programme is expected to start week commencing 5th November 2018 and be complete by Friday 18th January 2019.



Professor Jane Cummings
Chief Nursing Officer, England



Matthew Swindells
Deputy Chief Executive,
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