



NHS England National Programme Capacity Tracker - National Care Home Vacancy Website

Over the last 12 months NHS North of England Commissioning Support (NECS) has been working with care homes in the North of England, Berkshire and Devon to implement a web based system called Capacity Tracker, to identify care home availability and improve the discharge of patients from hospital. Local health and care systems are committed to a "home first" approach, seeking to support people to live as independently as possible in their own homes. This includes people who need to go to hospital. If a person is unable return to their own home on discharge, making care home vacancies instantly searchable across the country has been shown to have a significant impact on minimising avoidable delayed discharges from hospital.

Following the significant success achieved to date, NHS England has funded the roll out of the Capacity Tracker beyond the North Region to the Midlands & East, South West and South East regions. London is implementing a different system called Carepulse and some parts of the Midlands have implemented another tool called EMSPLUS but it is envisaged that data sharing will be possible between these systems at some point during 2019.

Capacity Tracker has been developed by NHS NECS in collaboration with NHS England, Local Authorities and care home managers. It is completely **free for care homes to use** and makes the process of finding a care home vacancy really easy. The Capacity Tracker is used when the option to discharge to a patient's own home is not possible and minimises the amount of time health and social care staff take phoning around care homes to identify an available placement. Once a possible placement has been identified, care home managers will still need to ensure that the individual's needs can be met by their home, whether for short-term or long-term care.

One of the main advantages of the Capacity Tracker is the national coverage - 25% of all CQC registered care homes in England have already registered to use the system. **The 4,166 care homes who have registered their vacancies can be searched by any of our 7,600+ registered users across the country. These numbers are anticipated to sharply rise through the duration of the national programme.** Once care homes have registered they will be part of this rapidly expanding care home network.

The Capacity Tracker is very simple to use. It takes a care home about 30 seconds to update its vacancies once registered (see recent care home Tweet by clicking here: <https://twitter.com/CapacityTracker/status/1068478171459346433>). The website provides a 'shop window' for care homes across the country to share their vacancies as well as other important information about the care home, to enable the right choice for the individual to be made and it can be accessed through smart phones and other mobile devices.

Our programme team is already working with stakeholders including Local Authorities, CCGs and NHS Providers at local level but we are very keen to engage with leaders/owners of organisations that own multiple homes to ensure a coordinated approach across your business and to offer the option of having accounts setup that give your leadership teams, area managers or care home owners etc visibility of their homes' real-time vacancy and login information, and of course to ensure your vacancies are visible across the country through this application.

The NECS team will make contact with you over the next few weeks to hopefully work with you in this regard and answer any questions you may have. If you would like someone to contact you or your organisation sooner, please email necsu.capacitytracker@nhs.net.

If your individual care homes need help with setting up Capacity Tracker, a team of dedicated people are on hand to provide 1:1 telephone support to help them through the registration and the process for uploading information.

Please remember that all care homes can register now to use the Capacity Tracker **free of charge**. To find out more visit: <https://carehomes.necsu.nhs.uk/>.

Regards

The Capacity Tracker Programme Team



Capacity Tracker



Notes for editors

About NECS

NECS is an NHS organisation that works across the UK to support health and social care customers in meeting strategic and operational challenges, to improve outcomes and increase efficiency.

Employing over 1,200 experienced and skilled people, NECS has office bases across the UK and staff working the length and breadth of the country.

For more information on NECS visit our website www.necsu.nhs.uk

For more information on Capacity Tracker visit [Capacity Tracker](#)

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