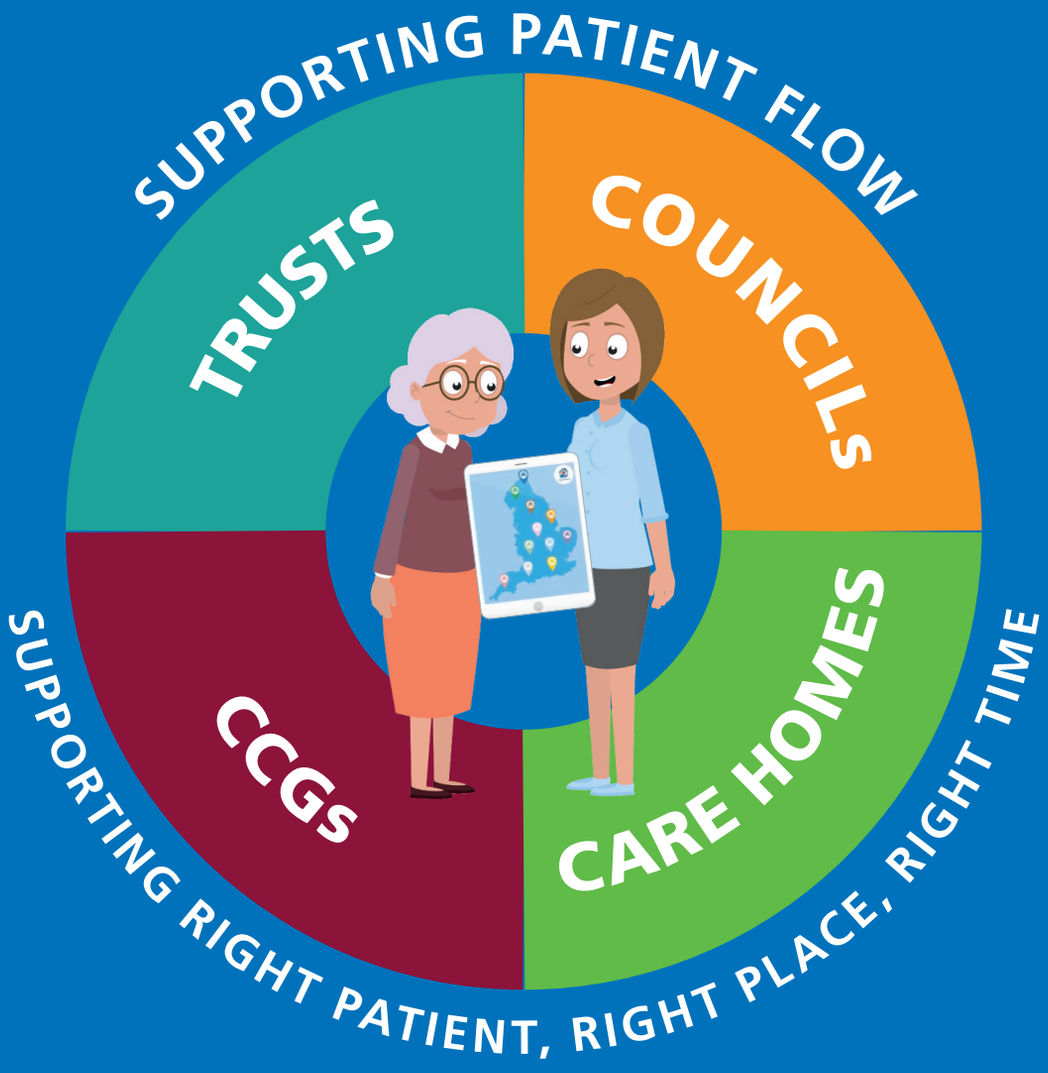
Capacity Tracker

NHS England

necs

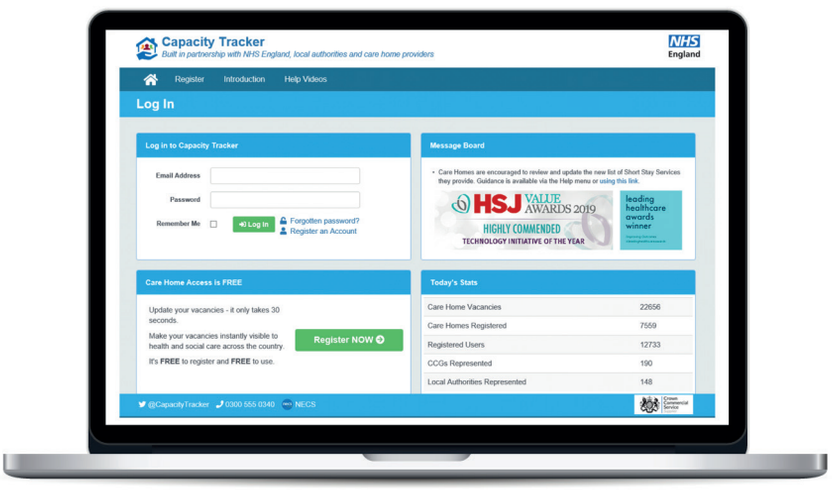
How to use the Capacity Tracker to find care home vacancies



The Capacity Tracker system has been developed to support those responsible for discharging individuals to a care home. The web based system enables users to quickly find care home vacancies (for short or long term care) simply with a few clicks of the mouse or swipe of the finger. All you have to do is follow the steps outlined below.

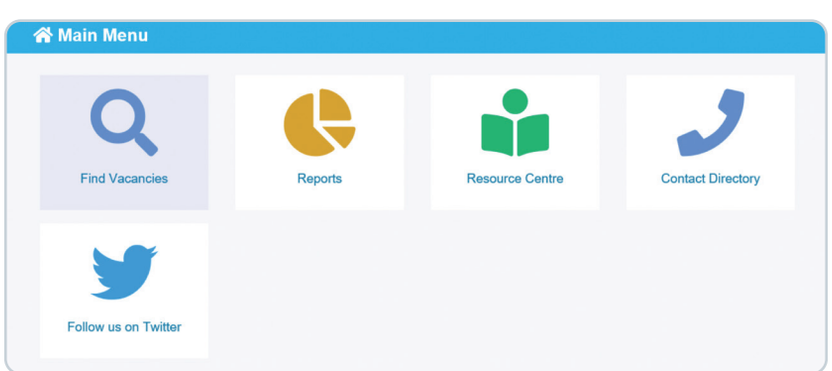
Step 1

Visit **https://carehomes.necsu.nhs.uk** and log on to the Capacity Tracker with your email address and password.



Step 2

From the dashboard screen, select the find vacancies Icon:

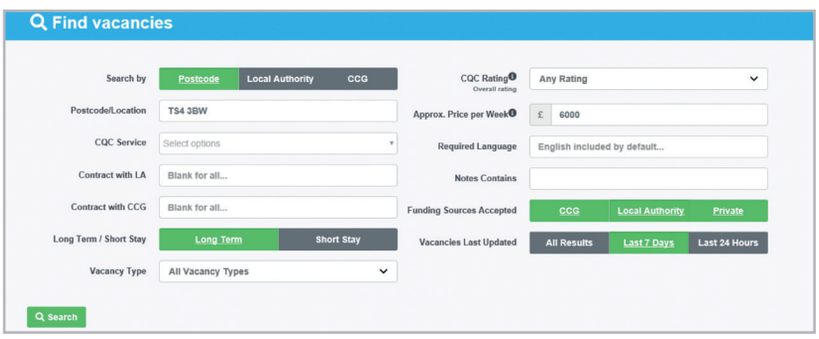


Step 3

From the find vacancies screen you have the option to search for capacity in 3 different ways, by postcode (default position), by CCG or by local authority.

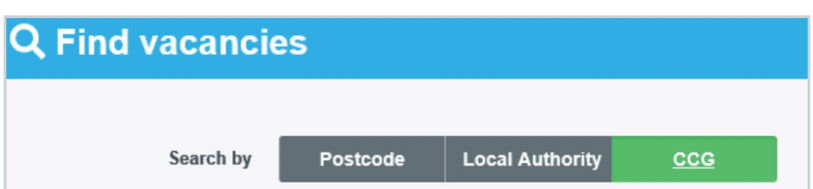
Please note: Highlighted text shown in green identifies the search selection – you can add/remove criteria by clicking the appropriate field.

Search by postcode:



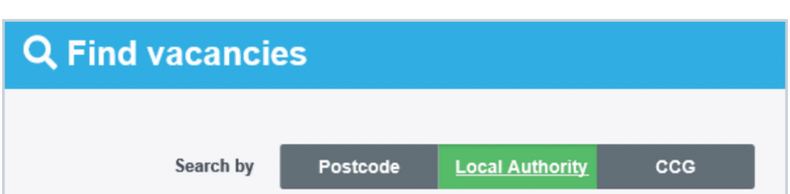
The above search by selection is postcode (selection is shown in green). In the postcode field simply type in the postcode that you wish the care homes to be located near and then select the green Search button.

Or **Search by CCG area:**



In the search by selection, select CCG (it will turn green) and in the CCG field type in the CCG that you wish the care homes to be aligned, then select the green search button.

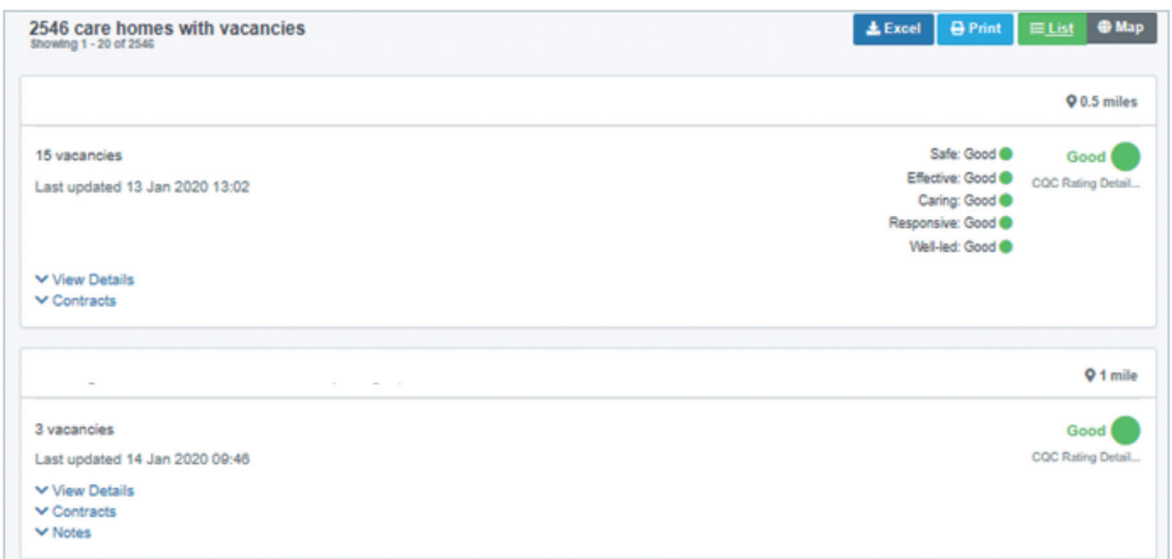
Or **Search by local authority area:**



In the search by selection, select local authority and in the local authority field type in the local authority that you wish the care homes to be aligned and then select the green search button.

Step 4

List of care homes produced: A list will be shown that sets out the care homes nearest to the selected postcode or that are aligned to a specific CCG/local authority. Each screen will show 20 care homes. A larger list of care homes can be obtained through selecting the excel tab (shown top right on the screenshot below) and downloading. This will then enable filtering to the level of information required.



The above screenshot shows the following information:

- There are 2546 care homes with vacancies.
- The nearest care home is listed first and is within 0.5 miles to the selected postcode search.
- It has a CQC rating good (CQC ratings are updated directly from CQC on a monthly basis. Clicking on the CQC rating detail provides the 5 CQC elements that contribute to the overarching CQC rating).
- The care home currently has 15 vacancies.
- Its information was last updated on 13th January 2020.

In addition to the above information on the right of the above screen shot you are able to select from the following tabs:

- **Excel:** Download all the vacancies available and filter the information as required.
- **Print:** Print the screen listing.
- **List:** This is the default position and lists all the vacancies 20 per page for the first 100 care homes.
- **Map:** This provides the opportunity of seeing the location of each care home with a vacancy on a map. Hovering over the balloon icon will display the care home name.

For additional details on the selected care home, click view details and the page expands with home contact details and additional useful information.

Step 5

Additional Search /Filtering functionality: As well as the earlier simplistic approach to searching for vacancies there is the ability to identify a more specific vacancy by filtering more sophistically on the following:

- CQC Service.
- Contract with LA.
- Contract with CCG.
- Long term or short stay vacancy type (auto defaults to long term).
- Vacancy type or short stay service - specific categories or all.
- CQC rating.
- Approx price per week.
- Required language – if a specific language is required.
- Notes contain - key search words can be typed in to list care homes that had added notes with the key word e.g pet friendly, top up fees etc.

For any of the above simply select from a drop down box or click an additional button:

- **Funding sources filtering** – this is currently defaulted to select all 3 sources (shown in green) to select/deselect click on/off. Green means selected for the search criteria.
- **Approximate price per week** - Simply input a price that you wish to pay per week (additional top up fees may apply depending on the level of service and support required).
- **Language required** - Any languages additional to English should be typed in this field.

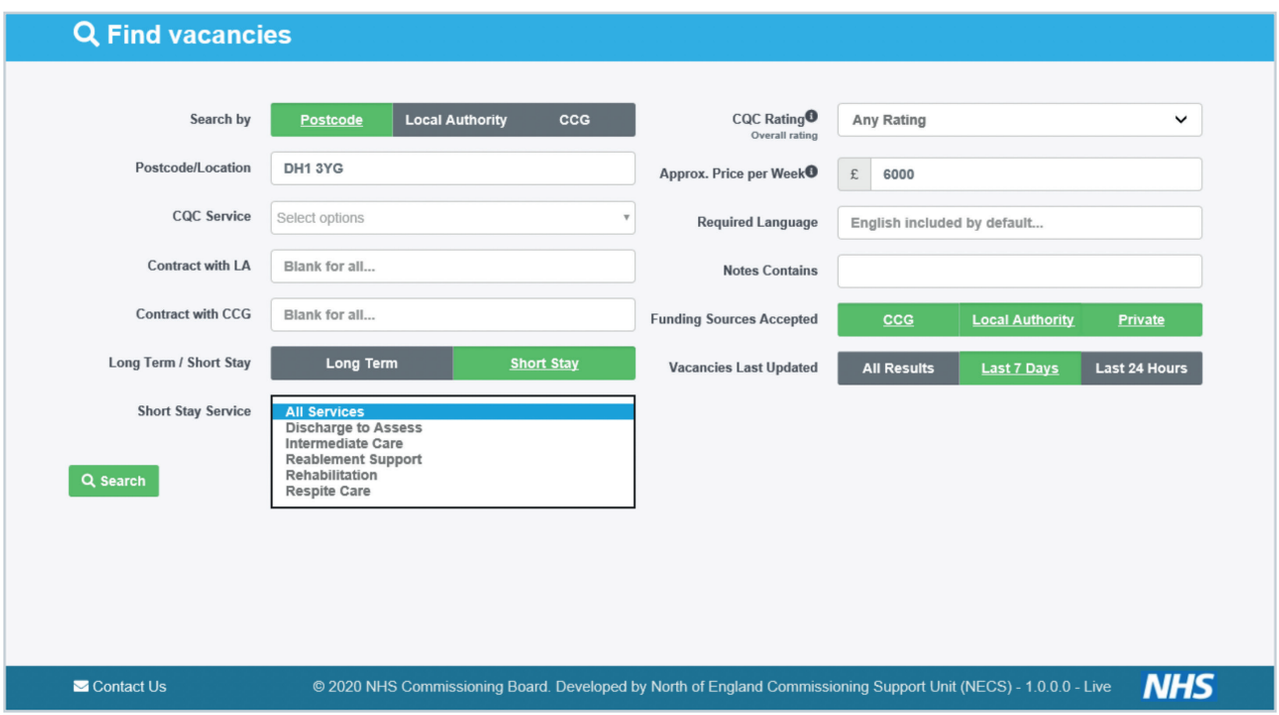
Once additional filtering is selected and completed select the Find care homes button to find a refreshed list.

Step 6

Long term/short stay: Care homes can now update their profiles on the Capacity Tracker to show they offer short stay services and would be willing to consider requests to fill their current long term vacancies with a short stay placement for some or all of the following services:

- Discharge to assess.
- Intermediate care.
- Reablement support.
- Rehabilitation.
- Respite care.

As a health or social care professional you can now search for short term services by clicking on the button and either selecting the specific service or selecting all services.



Step 7

Bed state last updated: There are 3 options for you to search with regards to when a care home last updated their details. This is defaulted to care homes updating within last 7 days.

- **All results:** This lists all care homes that are declaring vacancies regardless of when they last updated their information.
- **Last 7 days:** This will list only care homes that have updated their vacancies in the last 7 days (possibly more reliable information).
- **Last 24 hours:** This will list only care homes that have updated their vacancies in the last 24 hours (listing most up to date information).

Step 8

Further help: Should you experience any I.T. issues you can contact the Capacity Tracker helpdesk on **0300 555 0340**.

For further information or to request a demonstration please contact us

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