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Commissioning Support

# Capacity Tracker

## User Guide for Quickly Updating Care Home Vacancies & Business Continuity Information

V5

10 August 2020



## Table of Contents

Document Revision History .....	2
Capacity Tracker User Guide for quickly updating Care Home Vacancies and Business Continuity Information .....	3
Step 1. Log On to the Capacity Tracker System .....	3
Step 2: Vacancy Updating.....	5
Step 3: Current Status: .....	6
Step 4: PPE (Personal Protective Equipment.....	7
Step 5: Covid Recovery.....	7
Step 6: Workforce Status:.....	10

## Document Revision History

Version Number	Date	Author Title	Status	Comment/Reason for Issue/Approving Body
1.0	27.4.2020	Hannah Hope/ Heather Hayton	Complete	Bulk Capacity functionality added to Care Homes
2.0	11.5.2020	Hannah Hope/ Heather Hayton	Complete	Business Continuity and Vacancy update tile
3.0	21.5.20	Hannah Hope	Complete	Additional questionnaire from DHSC within BC
4.0	9.6.20	Hannah Hope/ Heather Hayton	Complete	Additional questionnaire from PHE (Recovery from outbreaks of COVID-19 in Care Homes)
5.0	10.8.2020	Hannah Hope/ Heather Hayton	complete	BRAG, Adult Social Care Qs, outbreak

# Capacity Tracker User Guide for quickly updating Care Home Vacancies and Business Continuity Information

Prior to updating your vacancies you should have fully registered your Care Home(s). If you have not done this yet please return to the Capacity Tracker **Help tab**, **Care Home Support** then **Care Home User Guide** for guidance on how to register. Once registration is fully completed you can return to this guide to continue.

Please note for speed and ease, updating of the Capacity Tracker can be carried out via any wi-fi connected devices such as **Mobile Phone** or **Tablet** as well as a **PC**. Vacancy updates are straightforward and should take no longer than 30 seconds for an individual site.

**NOTE: Business Continuity and Vacancy information should be updated on a daily basis.**

## Step 1. Log On to the Capacity Tracker System

From the **Main Menu** Screen, select the **Business Continuity & Vacancy Update** tile



The Care Homes that are aligned to your profile will then be listed. Here, many of you will see just one care home but others that belong to larger organisations may see several homes listed, particularly if updating of vacancies is centrally managed.

**Please Note: Care Homes can only see their own care home information and no one else's information**

Scroll down the list and **if it does not contain all of the Care Homes that you are responsible for updating** you will need to add the additional Care Homes to your profile via the following steps:

1. Go to the top of the screen and select **Accounts Tab**
2. Select **My Details/Access** from the drop down box.
3. Scroll down to **My Access**
4. In the locations box enter the **Postcode** of the care home you wish to add then select **Search** button
5. From the list produced **click** on the **care home name** for your organisation and a tick will then appear
6. Repeat this process for any additional care homes you need adding.
7. Once you have completed adding the care homes required select green **Update**. Button

**My Details**

Contact Number

Job Title

Receive Communication Emails

**My Access**

Enter a postcode then select a location to request additional access.

Locations

**Cranberry Care Home** Cranberry Care Services   
OX3 2RX

This additional access request will then go to a registered Approver aligned to your Organisation or the Capacity Tracker Team to validate and approve.

Once approved these care homes will then appear in your list of Care Homes to update. You will then have access to all the Care Homes that are aligned to your profile.

From the **Business Continuity & Vacancy Update (Bulk)** Screen you can then work through the following steps to update your Vacancies and Business Continuity Information.

If you haven't updated your information within the 24 hour period the title of your Home will appear within

an amber box:

**Business Continuity & Vacancy Update (Bulk)**

Parent Organisation

NHS Region

Provider Type  Care Home  Hospice

**NOTE:** Providers with large numbers of care homes may wish to make use of the bulk download/upload functionality where a spreadsheet can be downloaded; amendments made and then re-uploaded. Specific user instructions are included within the download template and must be strictly adhered to.

## Step 2: Vacancy Updating

### Vacancy Status

#### ⚡ Business Continuity & Vacancy Update (Bulk)

Parent Organisation:

NHS Region:

[Download Template](#) [Submit Completed Template](#) [Reset filters](#)

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Cranberry Care Home Cranberry Care Services [Jump to bottom](#)

##### Vacancy Status

Vacancy Type	Weekly Price	Total Capacity	Vacancies	Open/Closed ⓘ
Dementia Nursing	£ 550	10	2	<input type="button" value="Closed"/>
General Nursing	£ 500	18	0	<input type="button" value="Closed"/>
General Residential	£ 500	30	5	<input type="button" value="Open"/>
Transitional	£ 500	2	0	<input type="button" value="Open"/>

Last Updated: 10 Aug 2020 15:21    10 Aug 2020 15:21

Broker Business continuity access:

Broker Vacancy access:

For any information that is incorrect in relation to **Vacancy Types** listed refer to the **User Guide** for guidance on updating. This can be found from the **Help** tab, **Care Home Support**, **Care Home User Guide** or in the **Resource Centre** from the **Main Menu**.

Against each **Vacancy Type** check the following are correct for that particular **Vacancy Type**:

- Weekly Price
- Total Capacity
- Number of current vacancies

For each **Vacancy Type** you are required to advise if this is currently **Open** or **Closed**. This is defaulted to **Open**. Clicking on the **Open** button will then change this to **Closed** and vice versa.

**Important Note:** If you have vacancies within the closed vacancy types, these **should NOT be amended to zero (0)** as any closed vacancies will not appear in the search function. The Tracker needs to be able to capture the total number of vacancies/occupancy lost when you are closed/partially closed to admissions.

Vacancy Status				
Vacancy Type	Weekly Price	Total Capacity	Vacancies	Open/Closed ⓘ
Dementia Nursing	£ 550	10	2	Closed
General Nursing	£ 500	18	0	Closed
General Residential	£ 500	30	5	Open
Transitional	£ 500	2	0	Open
Last Updated		10 Aug 2020 15:21	10 Aug 2020 15:21	
Broker Business continuity access	<input type="checkbox"/> No			
Broker Vacancy access	<input checked="" type="checkbox"/> Yes			

Whilst CCG and Local Authorities are able to view your normal vacancy information **they will not automatically be able to see your Business Continuity information.**

For those areas where Brokerage Teams operate, Care Homes have the option to consent to sharing this information and allowing Brokerage Teams to view and where appropriate update this information on behalf of your Care Home(s) **IF** this has previously been agreed.

To facilitate this go to the **Broker Vacancy and Business Continuity Access** buttons. Clicking on the **No** button, this will then turn it to **Yes** and indicate you are willing to share this information with Brokerage Teams and where there is prior agreement they will be able to update on your behalf. Should you not want this please turn this to **NO**.

**NOTE: If Yes is selected Brokerage Teams will be able to see your Vacancy and Business Continuity Information and where a prior agreement is in place update on your behalf. Where there is no agreement you will be responsible for updating this information.**

**Step 3: Current Status:**

**Current Status** Last Updated: 08/06/2020

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Admission Status Open

Overall Status Green Amber Red

**Current Status**

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Admission Status Partially Closed

The **Admission Status** of your care home will **automatically be determined by the declared status of your Vacancy Types** (This will update only once the **Save All** button has been selected). The example above is showing as partially closed because one or more of the vacancy types is showing as closed.

**Overall Care Home Status**, here you are asked to pick the RAG rating colour that best reflects the current

status of your care home i.e.

- **Green:** Operating with minimal / no risks identified today
- **Amber:** Operational risks being managed with some risk to deterioration in the coming days
- **Red:** Business Continuity in place and / or at significant risk of being able to accept further admissions in the coming days

#### **Step 4: PPE (Personal Protective Equipment)**

Now we move on to PPE (Personal Protective Equipment) and there is a list of 5 items of PPE – Disposable Plastic Aprons, Eye/Face Protection, Disposable Gloves, Fluid-Resistant Surgical Masks and Hand Sanitiser. The status of each of these items needs to be captured – this is a BRAG (Red/Amber/Green/Blue) status:

**Availability of PPE** (Personal Protective Equipment)

Guidance on the use of PPE can be found at [GOV.UK](https://www.gov.uk)

Disposable Plastic Aprons	<b>Blue</b>	Green	Amber	Red
Eye/face Protection	<b>Blue</b>	Green	Amber	Red
Disposable Gloves	<b>Blue</b>	Green	Amber	Red
Fluid-Resistant Surgical Masks	<b>Blue</b>	Green	Amber	Red
Hand Sanitiser	<b>Blue</b>	Green	Amber	Red

- Blue = At least 1 month supply of PPE available and are confident of ongoing supply
- Green = Up to 1 month supply of PPE available or are confident of ongoing supply
- Amber = Up to 7 days supply of PPE available supplies available within the facility but will run out in 7 days
- Red = No PPE supplies or Less than 48 hours supply of PPE available

#### **Step 5: Covid Recovery**

At the request of Public Health England (PHE), we have added a number of additional questions to the Capacity Tracker relating specifically to systematically identifying 'recovery from outbreaks of COVID-19 in care homes'.

**The COVID-19 Recovery Residents has four fields –**

## Residents

Overall number of residents with COVID-19 (suspected or confirmed) currently at the care home	11	
Number of residents NEWLY SUSPECTED with COVID-19 today	1	
Number of residents NEWLY CONFIRMED with COVID-19 today	1	
Number of these residents that were admitted from outside the care home today	0	
Total COVID-19 Residents identified today originating in the care home	2	
Days since last suspected/confirmed COVID-19 infection	1	

## Residents

1. Overall number of Residents with COVID19 (either suspected or confirmed) currently in the care home

***(This is the Total number of residents that have COVID19 (confirmed or suspected). It indicates the overall number of the COVID19 cases being dealt within the setting)***

2. Number of Residents NEWLY SUSPECTED with COVID19 TODAY

***(This is the number of cases of suspected COVID19 newly identified amongst residents today)***

3. Number of Residents NEWLY CONFIRMED with COVID19 TODAY

***(This is the number of cases of confirmed COVID19 amongst residents that have received a laboratory confirmed diagnosis of COVID19 today)***

4. Number of these residents that were admitted from outside the care home TODAY

***(This is the number of newly arrived residents today with laboratory confirmed COVID19 transferred in to the care home from a hospital or the community or Care Home (Note that these automatically get excluded from the outbreak calculation))***

The COVID-19 Recovery Staff has 2 fields –

Staff		
Number of staff NEWLY SUSPECTED with COVID-19 today	0	
Number of staff NEWLY CONFIRMED with COVID-19 today	0	
Total COVID-19 Staff (Today)	0	

## Staff

1. Number of Staff NEWLY SUSPECTED with COVID19 TODAY  
(*Number of staff with a suspected COVID19 diagnosis in the last 24 hours*)
2. Number of Staff NEWLY CONFIRMED with COVID19 TODAY  
(*Number of staff with a laboratory confirmed COVID19 in the last 24 hours*)

### Outbreak Criteria:

An outbreak is defined as two or more clinically suspected or laboratory confirmed cases, or one laboratory confirmed and one suspected case, in residents or staff with onset dates within 14 days of each other. An outbreak will be declared Closed if there are no further confirmed or suspected cases after 28 days.

The following table has been developed to support the various scenarios that may arise.

Scenario	Confirmed			Suspected			Outbreak
	Residents	Staff	Total	Residents	Staff	Total	
A	1		1	1		1	Yes
B			0	1	1	2	Yes
C	1	1	2			0	Yes
D		1	1		1	1	Yes
E	2		2			0	Yes
F			0	2		2	Yes
G			0	1	1	2	Yes
H			0		2	2	Yes
I		2	2			0	Yes
J			0	1		1	No
K			0		1	1	No
L			0	1	1	2	Yes

## Step 6: Workforce Status:

	Establishment (FTE) ⓘ	Absence (FTE) ⓘ	Additional FTE Required ⓘ
Registered Nurses ⓘ	<input type="text" value="5"/>	<input type="text" value="2"/>	<input type="text" value="1"/>
Care Providing Staff	<input type="text" value="15"/>	<input type="text" value="5"/>	<input type="text" value="4"/>
Non-Care Providing Staff	<input type="text" value="5"/>	<input type="text" value="2"/>	<input type="text" value="1"/>
Workforce Status	Green 🟢	Amber 🟡	Red 🔴

The workforce section is split into different types of staff (Registered Nurses, Care Providing Staff, and Non-Care providing staff) – there are information buttons next to each one which gives a description. The data needs to be input based on FTE – Full Time Equivalent – and again there are helpful information buttons.

- Establishment FTE needs to include any posts that aren't currently filled.
- Absence FTE also needs to include any posts that aren't currently filled along with staff members who are off-sick or self-isolating at that point in time.
- Additional FTE are the staff required by the home to safely admit and care for residents, during the pandemic.

The next step is to confirm the Workforce Status – again this is RAG (Red/Amber/Green) rated and like previously, there is a text box that pops up when you hover over them

- Green = Operating within agreed staffing ratios with minimal risk identified in the coming days,
- Amber = Operating within agreed staffing ratios however significant escalation risk in the coming days
- Red = Workforce level ratios breached, business continuity in place

When you have finished updating all the information just click Save all.



If there are more of your care homes to update **Save and go Forward** to save the details and then move on to the screen and repeat to update all of your care homes listed.

When saved your action date stamps this update as below

You will see that it records the date, time and name of person that updated.

**REMEMBER: ASC questions are now within Providers set up/details tab**

**REMEMBER: Updates can be made via any internet connected device including i-Pads/tablets and smartphones – so updates can be made whilst on the go. Search for <https://carehomes.necsu.nhs.uk/>**

**and log-in using your user name and password. Save as a favourite to access the site more quickly.**



For further information or to request a demonstration please contact us

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