

Welcome to Capacity Tracker Lancashire Home Care Forum

Presented by: Trish Fowler Delivery Manager
17th July 2024

Agenda

- **Thank You !**
- **DHSC Updates**
- **CareFind**
- **System Updates**
- **ASC Survey**
- **CT Contacts**
- **Q&A**

Lancashire



Lancashire	Home Care
Jan 24	84%
Feb 24	81%
Mar 24	83%
Apr24	85%
May 24	83%
June 24	85%

Please Note : There is no re-set on 1st April like last year ! This is now a rolling process so if a provider has missed 3 consecutive submissions or 4 in the last 12 months an NOI will be issued.

DHSC Updates

3 Month View May - June 24 Reporting Window Figures

Homecare

Local Authority	May 24			June 24			July 24		
	Submissions within reporting window	No submissions within reporting window	Variance to previous month	Submissions within reporting window	No submissions within reporting window	Variance to previous month	Submissions within reporting window	No submissions within reporting window	Variance to previous month
+ Blackburn with Darwen Borough Council	73%	27%	-10%	77%	23%	+4%	90%	10%	+13%
+ Blackpool Borough Council	84%	16%	+4%	92%	8%	+8%	92%	8%	0
+ Lancashire County Council	82%	18%	-3%	86%	14%	+4%	92%	8%	+6%
Total	81%	19%	-4%	86%	14%	+5%	92%	8%	+6%

Key Points/Focus for April's Reporting Window

- Next reporting window: **8th – 14th August 2024**
- Spotlight on Home Care Providers to achieve **90% >** July highest submissions so far for **Home Care National at 88.43% For Lancashire 92%**
- Please remember there is no re-set from 1st April ! All missed submission count

Top Tips (for providers)

- To **update/refresh as soon as the window opens**; less reminders/saves time chasing!
- To attend **training sessions** to get a better understanding of the system & how to quickly update their information, please click the link below for training dates for Home Care and Care Homes until September.
[Training and Events - Resource Centre - Capacity Tracker](#)
- To have **additional users registered on CT** to cover periods of absence.
 - To register for a CT account, click [here](#)



ASC Comms - Final (DHSC Approved).pdf

- Legal Requirement Information
- Important Reminders
- Key Links
- Key Contact Details

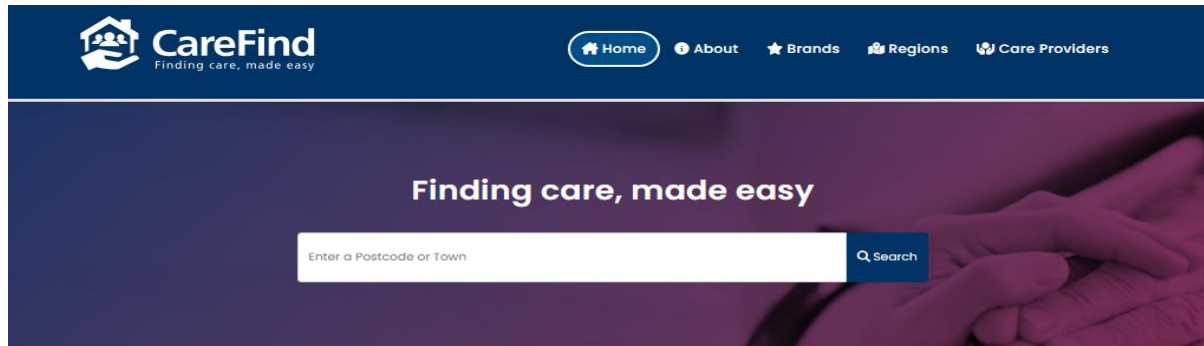
Upcoming Capacity Tracker Training (Providers)

Homecare:

Weekday	Date	Time	Teams Link
			Microsoft Teams meeting Join on your computer, mobile app or room device Click here to join the meeting Meeting ID: 358 742 106 527 Passcode: MjbFvJ
Wednesday	7 th August 2024	1.30 pm	
Tuesday	13 th August 2024	2.30 pm	
Wednesday	4 th September 2024	1.30 pm	
Tuesday	10 th September 2024	2.30 pm	

We highly recommend that users attend the training sessions to develop their understanding of Capacity Tracker. No advanced booking required, just click the Teams link at the date & time of the session you would like to join.

CareFind



Cranberry Care Home



John Snow House, Durham University
Science Park, Durham, DH1 3YG

02020 202 020
02021 212 121 (Admissions)

0.9 mi from Durham 34 total beds NHS owned

Overview

Cranberry Care Home is a purpose-built care home in the University Science Park area of Durham. It has 34 residents - it has a 'Good' rating for those with dementia. Cranberry Care Home offers services; discharge to assess.

You can enjoy the lounge or dining room. This home has a lift, ground floor rooms and free parking. Care Home CQC efficiency rating.

All residents are encouraged to feel even more at home with their own furniture.

They have medical facilities including a Pharmacy. A bank of parking spaces in the area.

Coming Soon CareFind for Home Care Q3

It only takes 3 steps and less than 10 minutes to create a basic public profile and make your location visible to those seeking care across England

Step 1 - Log into Capacity Tracker and from the menu select 'Update your CareFind profile'

Step 2 - Upload at least one photo of your location*

Step 3 - Check the contact details and autogenerated information & click 'Add to CareFind'

If you need assistance, we are more than happy to help - please email info.carefind@nhs.net or call our Support Centre on **0191 691 3729** during office hours

*[how to upload a photo](#) - a holding image of your brand/logo can be added as an interim.

System Updates

System Downtime

As part of our continuous improvement programme, we're making some performance enhancing changes to Capacity Tracker. To minimise disruption, these changes will take place over two weekends during which there will be periods when users cannot access the system. During the offline period, a user will be presented with a maintenance page - this will be removed when the system is reinstated and users will be able to access the Capacity Tracker as usual.

The Capacity Tracker system will be unavailable between 10am - 6pm (BST) on the following dates:

- **Saturday 20th July 2024**
- **Saturday 17th August 2024**

In advance of these changes taking place, we would like to provide some recommendations to support you:

- Add the above dates to your diary as a reminder of when the Capacity Tracker will be offline
- Refresh your vacancy information on Friday 19th July and Friday 16th August
- Download the reports you require the day before the changes take place (no later than 11:59pm on 19th July 2024 and 16th August 2024)
- If you have any queries, contact our Support Centre who are available Mon - Fri (excluding Public Holidays) 8am - 5pm by phoning 0191 691 3729 or emailing necsu.capacitytracker@nhs.net

System Updates

Spring 2024 COVID Booster Question

- Question will be removed from Capacity Tracker on 20th July
- Report no longer accessible after this date
- Encourage to download before 20th July

Provider Forums and Events

- Regional Delivery Managers are happy to attend events being held
- Lunch and Learn offering available on all Capacity Tracker related topics

Digital Social Care Record Question

Digital Social Care Record:

A Digital Social Care Record allows the digital recording of care plans and care received by an individual; you might know this better as an electronic care plan. These systems allow you to share information digitally with other health and care services and generate reports that can help support the quality and safety of your service. Over 70% of care services rated outstanding by the CQC have a digital social care record in place.

Care homes and home care providers will now see new questions in the Operational Support section of the Provider Update Screen and Provider Bulk Update Template. These questions are included in the Operational Support section of Capacity Tracker and therefore do not form part of the Monthly ASC Data Collection:

1. **Do you use a DSCR system, or are you in the process of setting one up?**

If the answer is yes to the above question, a second question will appear:

2. **Which system do you currently use, or plan to use?**

The answer you provide will enable NHS England to better understand the number of care provider locations who are already benefitting from a Digital Social Care Record and those who need support to implement one.

This question is expected to remain in Capacity Tracker for up to 18 months (provisionally until May 2025, inclusive).

Digital Social Care Record Question

This question is expected to remain in Capacity Tracker for up to 18 months (provisionally until May 2025, inclusive).

These questions can be found at the top of the Operational Support questions on the Care Home and Home Care Provider Update Screen. Please see image below:

Operational Support

Digital Social Care Record (DSCR)

Do you use a DSCR system, or are you in the process of setting one up?

- Yes- System in use
- Yes- Currently setting up system or in contact with supplier
- Yes- Currently switching supplier
- No- Would like support to help set one up
- No- Not looking to get one

Which system do you currently use, or plan to use?

The new questions are also reflected in the Care Home Provider Bulk Update Template and have been added to columns AE, AF & AG:

AE	AF	AG
DSCR - Do you use a DSCR system, or are you in the process of setting one up?	DSCR - Which system do you currently use, or plan to use?	DSCR - Which system do you currently use, or plan to use (Freertext if Other)?

The new questions are also reflected in the Home Care Provider Bulk Update and have been added to columns Q, R & S:

Q	R	S
DSCR - Do you use a DSCR system, or are you in the process of setting one up?	DSCR - Which system do you currently use, or plan to use?	DSCR - Which system do you currently use, or plan to use (Freertext if Other)?

Useful Information

Key Care Home Reports

Bed Vacancy Data

- [Find Care Home Vacancies](#)
- [Occupancy Report](#)
- [Unavailable for Admissions](#)
- [Emergency Response](#)

Workforce Data (Headcount, Absence, Use of Agency)

- [Workforce Report](#)

Visiting Data

- [Responses by Date](#)

Outbreak Monitoring

- [Outbreak Monitoring](#)

Covid & Flu Vaccination Data

- [Vaccinations](#)

Provider Compliance/Engagement Monitoring

- [Update Monthly Status ASC Collection](#)
- [Update Summary](#)
- [Update Consistency](#)

Key Homecare Reports

Additional Capacity – to provide additional care hours

(Y or N, nr of hours per week)

Service User Headcount, Workforce Headcount/Absence

Care Packages Returned Data

- [ASC Home Care Collection Report](#)
- [Find Homecare Capacity \(by hours\)](#)

Covid & Flu Vaccination Data

- [Vaccinations](#)

Provider Compliance/Engagement Monitoring

- [Update Monthly Status ASC Collection](#)
- [Update Summary](#)
- [Update Consistency](#)

Other Key Reports

Bed Vacancy Data (non-Care Home)

- Inpatient-Community Rehabilitation
- Hospice
- Substance Misuse beds
- [Find Other Vacancies](#)

Where to get help – Contact Details

CT Support Centre	0191 691 3729, necsu.capacitytracker@nhs.net Monday to Friday from 8am to 5pm (excluding public holidays) For registration, password, technical support and queries about updating data.
DHSC	capacitytracker-guidance@dhsc.gov.uk for non-technical assistance providerdata@dhsc.gov.uk for queries about DHSC Mandated Data Collection
CQC National Customer Service	03000 616161, enquiries@cqc.org.uk <ul style="list-style-type: none">• If a provider is no longer active – please contact CQC to de-register• If a provider is missing from CT & needs to be onboarded – please contact CQC as we cannot create provider accounts!
NHSBSA – NHS Business Services Authority ASC Enforcement Team	0300 330 2088, nhsbsa.adultsocialcareenforcement@nhs.net Monday to Friday from 8:30am to 4:30pm. Website: https://www.nhsbsa.nhs.uk/adult-social-care-enforcement

Where to get help – CT Resource Centre

Events

- National Discharge Training
 - Schedule: [Click here](#)
 - Support Pack: [Discharge - click here](#)
- Provider Training
 - Schedule: [Click here](#)
 - Support Pack: [Care Home - click here](#)
 - Support Pack: [Home Care - click here](#)
- National System Champion Calls
 - Teams Link: [Click here](#)
 - Slides: [Click here](#)

Demonstrating CT Value to Providers; LAs; ICBs

- Case Studies: [Click here](#), [Click here](#)
- Testimonials: [Click here](#), [Click here](#)

CT System Updates

- CT Email Notifications: [Click here](#)
- What's new on CT: [Click here](#)

Frequently Asked Questions

- General FAQs: [Click here](#)

Guidance

- New IPC Guidance: [Click here](#)

ASC Mandated Comms/Enforcement

- Enforcement FAQs: [Click here](#)
- Statutory Guidance; Formal Notice: [Click here](#)
- CQC Enforcement Fees Calculator: [Click here](#)