



Capacity Tracker
Insight for Care

Yorkshire & Humber

Adult Social Care Commissioning and Quality Provider Forum

Thursday 23 February 2023

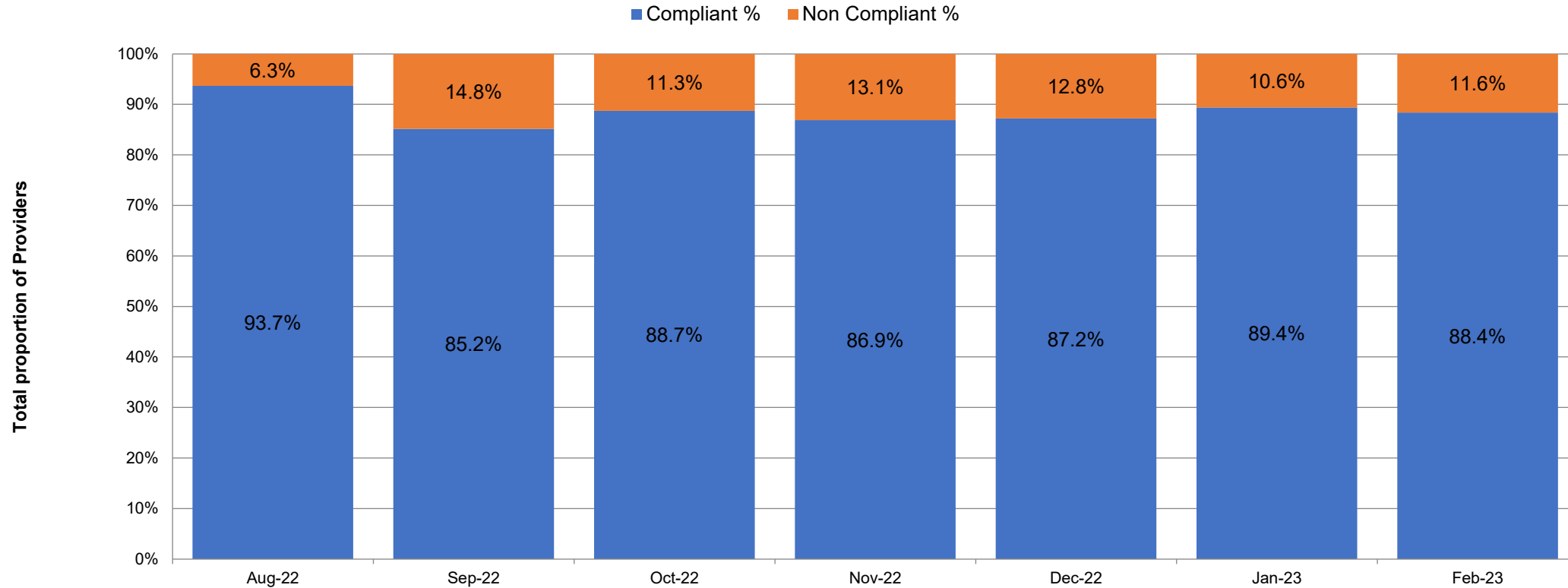
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Key Metrics

NE&Y Care Home Updates during DHSC Submission Window

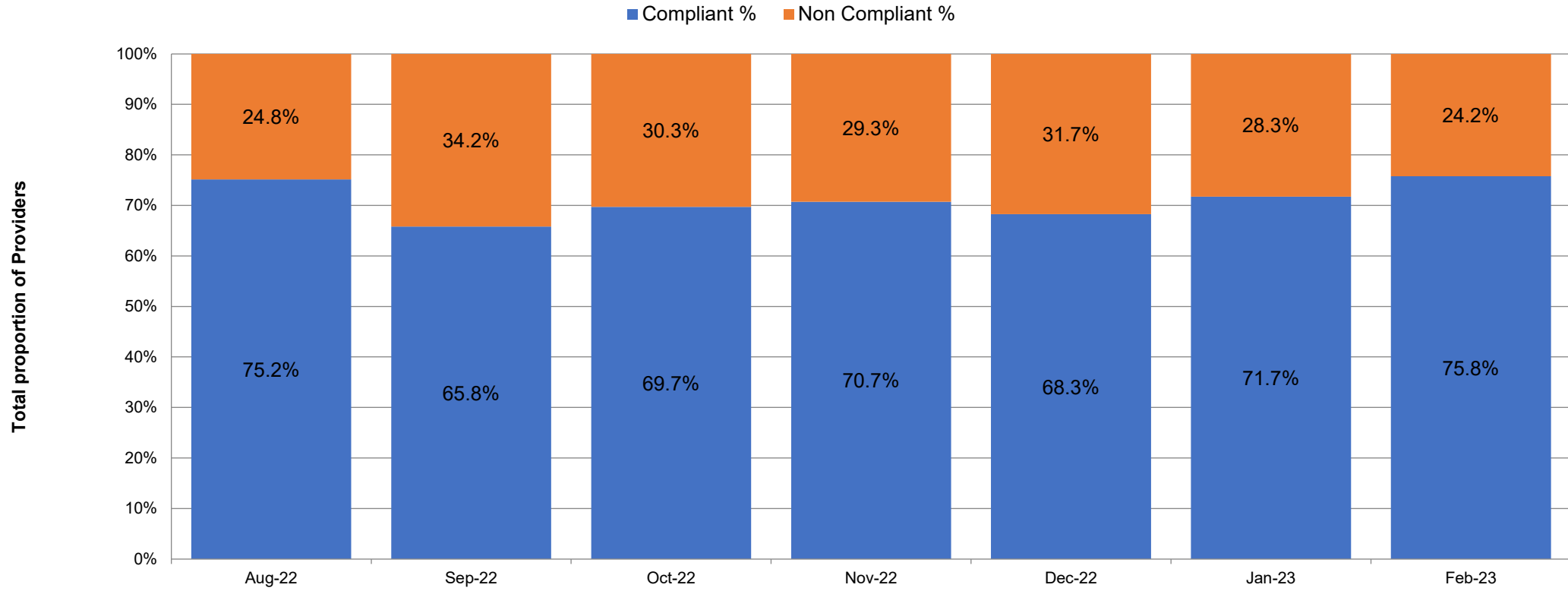
ASC Mandation Submission: Proportion of locations, Care Home, North East and Yorkshire



| | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 |
|-------------------|--------|--------|--------|--------|--------|--------|--------|
| ■ Non Compliant % | 6.3% | 14.8% | 11.3% | 13.1% | 12.8% | 10.6% | 11.6% |
| ■ Compliant % | 93.7% | 85.2% | 88.7% | 86.9% | 87.2% | 89.4% | 88.4% |
| Variance % | | -8.5% | 3.6% | -1.8% | 0.3% | 2.2% | -1.0% |

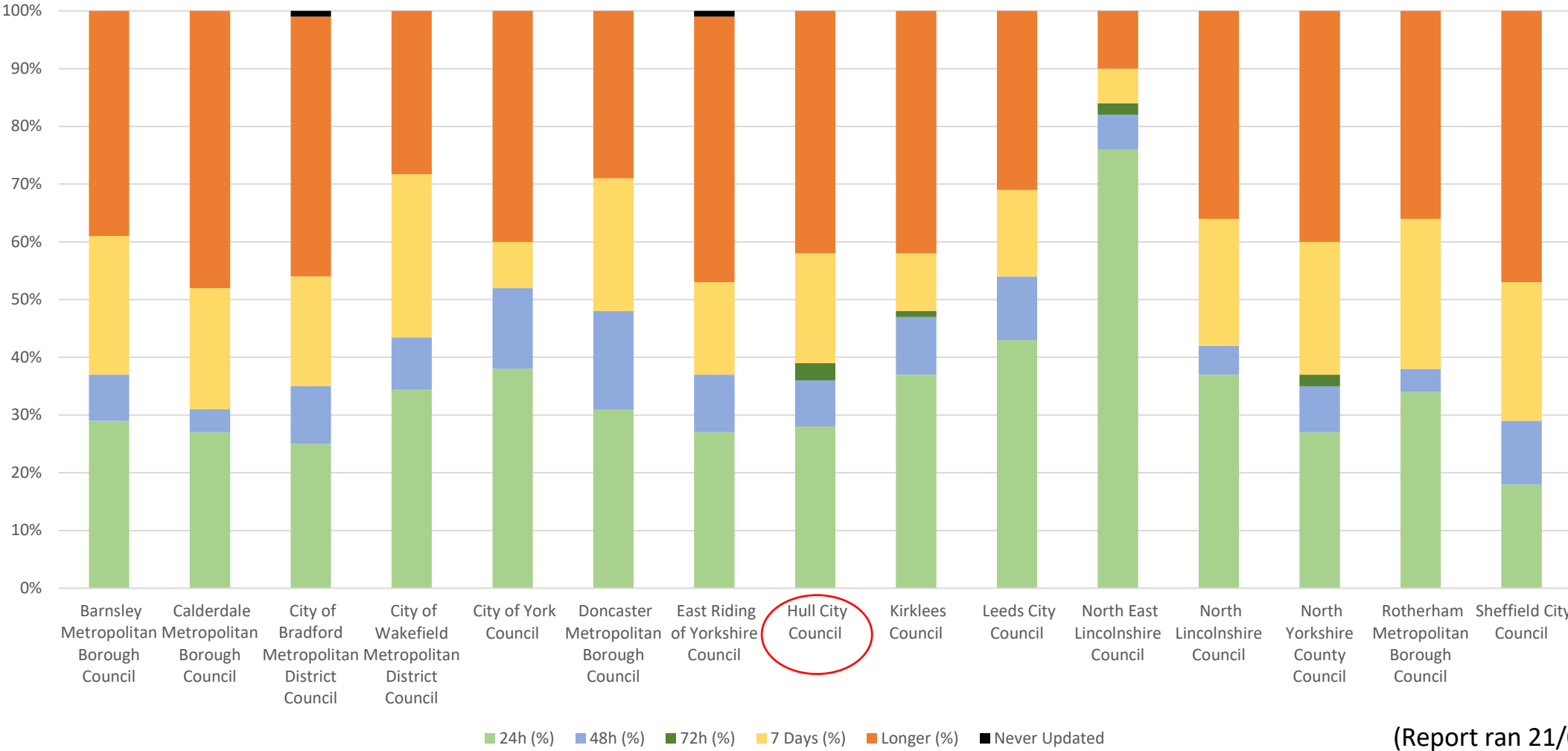
NE&Y Home Care updates during DHSC Submission Window

ASC Mandation Submission: Proportion of locations, Homecare, North East and Yorkshire



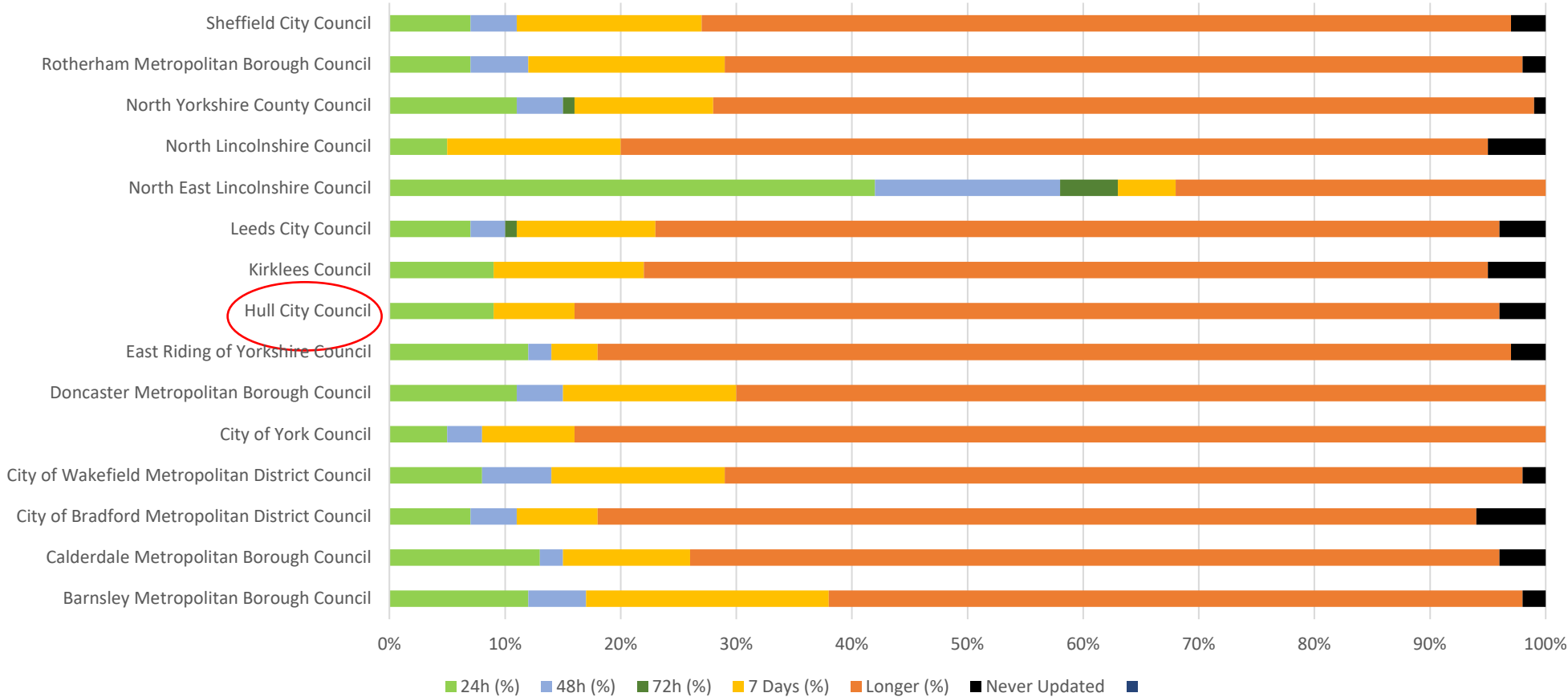
| | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 |
|-------------------|--------|--------|--------|--------|--------|--------|--------|
| ■ Non Compliant % | 24.8% | 34.2% | 30.3% | 29.3% | 31.7% | 28.3% | 24.2% |
| ■ Compliant % | 75.2% | 65.8% | 69.7% | 70.7% | 68.3% | 71.7% | 75.8% |
| Variance % | | -9.3% | 3.9% | 1.0% | -2.4% | 3.5% | 4.0% |

Care Home Update Frequency: Yorkshire & Humber



(Report ran 21/02/23)

Home Care Update Frequency: Yorkshire & Humber



(Report ran 21/2/23)

Key Statistics For Hull LA - Snapshot 2 Week Window (8/2 – 22/2)

Care Homes

- (78) Care Homes Live on Capacity Tracker
- (2/78) that have updated everyday
- (5/78) never updated in this 2 week window- Spanned DHSC mandate ask (Possible Fines)
- (24) =19% Care Homes updated only once over the 2 weeks
- (1/78) That updated once but this was outside of DHSC Mandate Dates (Risk Possible Fine)

Home Care

- (44) Home Care Providers Live on Capacity Tracker
- (1/44) that have updated there information everyday bar weekends
- (5/44) updated more than once in the 2 week window
- (23/44) updated only once over the 2 weeks
- (3/44) updated once but outside of DHSC Mandate (Risk Possible Fine)
- (15)= 34% Never updated (Possible fines)



Updating Capacity Tracker to Help Aid Hospital Discharge: ASC Key Ask!

Health and social care is currently under a great deal of pressure.

- Capacity Tracker can assist brokerage/discharge teams by reducing the number of speculative calls which add burden to ASC Providers.
- ASC Providers - ensuring the data in CT is accurate and up to date is the best way to avoid these additional calls.

How providers can help

- Update vacancies whenever the status of your vacancies change or, at least every 48 hours
- **Ensure list of available Services is reviewed – particularly important to provide short stay/step down services**
- Advise brokerage/discharge teams that your vacancy information is up to date – direct them to your CT data!
- Limit the number of daily calls to check vacancies information

What is needed by Brokerage/Discharge Teams

- Before making those speculative calls use the Capacity Tracker to check on vacancy status



Gives confidence in timeliness and accuracy of CT data and assurance it can be used and trusted

Quick and easy to update CT on the go via phone or tablet as simple as doing your on-line weekly shop

Provider Benefits...



Admissions

Providers more visible to local teams

- ✓ Brokers more engaging with enquiries
- ✓ Providers 'advertise' Short Stay Services & Long Term Vacancies for free!
- ✓ More regular updates means you will have a competitive edge over other providers who update less frequently

Efficient partnership work

- ✓ More transparency
- ✓ More suitable referrals
- ✓ Less speculative calls

Positive impact on provider occupancy rates

Good QA Tool & Support System

Useful Visual check

- ✓ Insight to capacity gaps & risks
- ✓ Provider can adapt to challenges
- ✓ Reducing risks to staff/residents
- ✓ Ensuring people are safe

Local teams can target support with

- ✓ Staffing
- ✓ Outbreaks
- ✓ Vaccination uptake

Quick & Easy

System available 24/7

Update on any device

- ✓ in the office
- ✓ or on the go

Press save if no changes

New Provider Report (coming soon)

Providers will soon have the ability to pull data/reports to benchmark and market position.

Market Position/ Benchmarking

- ✓ Vaccination rates
- ✓ Occupancy Rates
- ✓ Outbreaks

Vacancies Last Updated All Results Last 7 Days **Last 24 Hours**

Discharge & Brokerage teams rely on locations providing updates ideally in the last 24 hours

when updated by providers the system is instantly refreshed so data is immediately available to discharge teams

How to Find Care Home Vacancies



- **Use:** Search functionality for Discharge Teams to source available care home beds. You can export the results into a CSV/Excel file*
* this is access dependent, to be discussed during the session
- Location: **Find > Find Care Home Vacancies**

i Select [Help Guide](#) for further information

Find Care Home Vacancies

Search by **Postcode** Local Authority Sub ICB

Postcode/Location: B97 9PT

CQC Rating: Overall rating: Any Rating

Brand: []

Approx. Price per Week: £ 6000

Required Language: English included by default...

Notes Contains: []

Funding Sources Accepted: **Sub ICB** Local Authority Private PHB

Vacancies Last Updated: All Results **Last 7 Days** Last 24 Hours

Accepting Out of Hours Admissions?: **Yes** No

Search by: **Postcode** Local Authority Sub ICB

Postcode/Location: B97 9PT

CQC Regulated Activity/Specialism: Select options

CQC Service: Select options

Contract with LA: Blank for all...

Contract with Sub ICB: Blank for all...

Long Term / Short Stay: **Long Term** Short Stay

Accepting Admission Today: **Yes** No

Vacancy Type: All Vacancy Types

Search

Search by **postcode** – particularly useful for sourcing out-of-area placements

Search by **CQC Rating, CQC Specialisms, Brand, price or language**

Search for **key words within Notes Contains** – i.e. Hoist, Bariatric, Wheelchair, Lift, Pets Allowed

Locations need to update the Vacant (Accepting Admissions) with ALL vacancies, including those that may be ring-fenced via block-booked contracts

Options in the Vacancy Type list will be based on whether you selected Long Term or Short Stay. Select All Vacancy Types or anything specific

Discharge & Brokerage teams rely on locations providing updates ideally in the last 24 hours

Capacity Tracker Training for Providers

Provider Training Sessions

- Tuesday 7th March 11am
- Thursday 9th March 2pm
- Friday 10th March 2pm

Sessions are for all providers – also open to LA/ICBs:

[Click here for details](#)



NELincs-CT-Case-Study.pdf

Discussion Point/Questions or Queries ?