necs

Partners in improving local health

NHS

North of England
Commissioning Support

Capacity Tracker

User Guide for Care Homes

Version 5.0
10 August 2020

Contents

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	Business Continuity functionality added to Hospices
2.0	11.5.2020	Hannah Hope/ Heather Hayton	Complete	Mobile phone set up to be added
3.0	02.6.2020	Hannah Hope/ Heather Hayton	Complete	Recovery, additional Covid questions and clarity on vacancies where homes closed to admissions to be included
4.0	16.6.20 26.6.20	Hannah Hope/ Heather Hayton	Approved	Changes to edit provider screen and update on changes to password expiry period
5.0	10.8.20	Hannah Hope/ Heather Hayton	Complete	BRAG Rating, Adult Social Care Fund

Capacity Tracker User Guide

System Requirements

The following browsers are supported:

- **Desktop**: Internet Explorer 11/Edge, Firefox, Chrome, Safari
- **Mobile**: Chrome (iOS/Android), Safari (iOS)

Preferred browser is Google Chrome. Using an older version of internet explorer will result in a degraded/non-optimal experience. You can check which browser and version you're using at https://updatemybrowser.org/

User Types

When registering, users can choose either Standard or Approver permission access. Approvers have management rights over other users within their organisation. E.g.: An Approver for Care Home 1 can approve other users who register from Care Home1 and also reset their passwords. They are also responsible for removing users who no longer should have access or who have left their organisation. Prior to a care home having an Approver registered on the Capacity Tracker System Champions from either CCG or Local Authorities or the Capacity Tracker team will review any initial care home new user request and approve where appropriate. Approvers should apply due diligence when reviewing applications for access to the Tracker e.g.

- Is the applicant a current member of your organisation?
- Is their email address correct (i.e., is it aligned to your organisation, no typing mistakes, no personal email addresses)?
- Have they applied for the correct level of access (Approver/Standard)?
- Users who have left the organisation should have their access de-activated – send details of leavers to necsu.capacitytracker@nhs.net for deactivation

Generic Accounts

Generic Accounts are intended for sharing between multiple users. These accounts are shown a disclaimer every time they login. Organisations who request a generic account should be aware that auditing of activity by that account will not be able to determine which user in the organisation logged in under that generic account (by definition, it's generic). In the event of any queries about historical data changes made by that [generic] account holder, audits will therefore be limited.

1. Registering a New User Account

a. Applications for a new user account must be made via https://carehomes.necsu.nhs.uk/

b. You can use a PC/Mac and mobile devices (iPad, tablet or smartphone) with internet access to use the system. Supported browsers are Google Chrome, Mozilla Firefox or IE 11+ on Windows and Safari on iOS. See screen shot below.

c. Use the **'Register an Account'** link on the below screen and complete the application form.

d. It is important that new users complete the form fully and accurately as the details will be forwarded for approval to someone in the organisation they're applying to, for access. Note: Care Homes should have at least one User with 'Approver' permissions

e. If users require access to multiple care homes, these can be added during registration.

f. Once approved, the system will email you your login details including a password which must be changed on first use to something more memorable. Your password must comply with NHS policy on password strength which will be advised on the change password screen.

g. Add the Capacity Tracker email address to your safe senders list and chose your version of Microsoft Office so alerts do not drop into your junk email – see link for advice:

https://support.office.com/en-us/article/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce
Our sending address is necsu.apps@nhs.net

h. For larger organisations with managed IT policies, ask IT to add the tracker address to your Trust Sites list https://carehomes.necsu.nhs.uk/?ReturnUrl=%2Fhome

2. User Login

a. It is advisable to tick the **'Remember me'** Home Provider view:
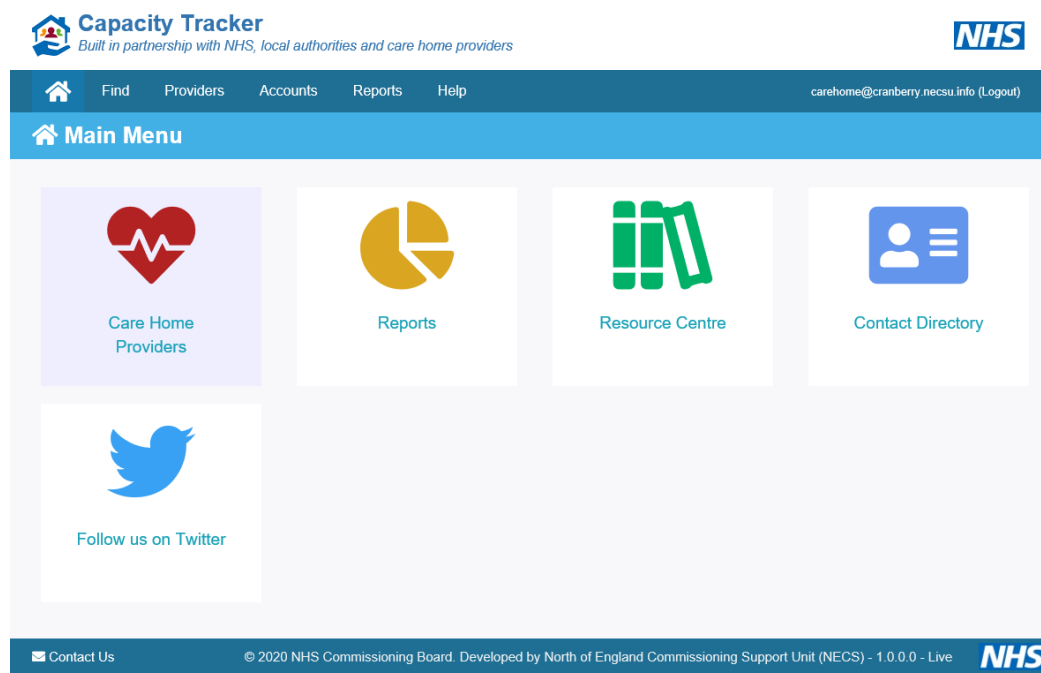
Account Lockout

If the wrong password is entered **5** times, the account will be locked. To resolve this issue you should contact the Capacity Tracker helpdesk for password reset support.

- For general user support, including account queries and password issues, please contact necs.servicedesk@nhs.net. Please do not remove [Capacity Tracker] from the subject line.

- For technical support, contact necsu.capacitytracker@nhs.net

Note: Passwords expire after 365 days and must be changed – a reminder email will be sent prior to this expiry date.

3. Initial Care Home Setup

Please note that you can select **in the top left of the Menu bar from anywhere in the Portal and this will take you back to the Home Page/Main Menu.**

Step 1: Edit Care Home

a. The first step is to ensure your care home is correctly setup in the system. This is done by selecting the 'Care Home Providers' tile on the Main Menu, you will then be presented with the following screen.

The setup involves working through each of the respective links associated with your Care Home:

    i.   Edit Provider Details (Address etc.)

    ii.   Business Continuity

    iii.   ASC

    iv.   Services offered which include:

            i.   Short Stay Services

            ii.   Long Term Vacancy Types

            iii.   Languages spoken

    v.   Room Costs

    vi.   Total Capacity

    vii.   Vacancies (Once fully registered this is the only screen care home needs to update as and when vacancies change, and at least every 24hrs if there's been no change.

    viii.   Contracts – select as appropriate those CCG's and Local Authorities a care home has contracts with

Step 2: Provider Details

First click the **'Edit'** link next to the provider name. This will take you into the Edit Provider Page which allows you to review and update the main details regarding your organisation.   There are helpful links to take users to the appropriate section on this page

8

Jump To

Address Details

Contact Directory

Extended Room Detail

Linked GP Practices

Misc. Details

Classification and Funding

Note Log

Users With Access

Address Details

i.   Provider Name

ii.   Address

iii. Postcode (very important that this is entered this correctly)

Contact Directory

Manager Details - It is extremely important that you input your Manager details in the Contact Directory. This information will appear in the search results and is also used to send key communications to your care home and update reminder prompts. You should also include your NHS net Email address as soon as possible as this will be support direct NHS Acute Trusts to care homes. This email address should be in addition to the managers email address; it is very important that these details are kept up to date.

The **Contact Directory** can be completed to capture details of organisations that you may need in an emergency or to support with Business Continuity.

To add a contact simply click add a contact. The sections are free text to input the name of the person, organization name and contact details. These may be useful if an emergency arises.

There is a list of pre-defined roles that will appear (see below) or free text can be input for other key contacts (e.g. Plumbers/Electrician etc)

9

Note: These details can be made public by clicking the Tick Box. Public entries will be shown on the Find Capacity page to commissioners.

Extended Room Detail

These details can be added as appropriate and will be available in search results

    i. En-suite facilities – select details of bathroom facilities available

   ii. Equipment – select the available equipment e.g. none/Bariatric/Hoist

  iii. Accessibility – various selections are available e.g. stairs/lifts/wheelchair/Level Access and these can be applied to specific areas of the location via the Define Room Area

iv.

Linked GP Practices

The ability to link GP practices to Care Homes is available to support Emergency resilience. GP Practices can be added to your location profile by clicking the Add Link button and typing the name of the GP Practice you wish to add; once located click the Add button.

Misc. Details including CQC report URL, Public URL for your specific care home

    i.   The system imports your latest CQC Report URL and Public URL directly from the CQC and this is displayed in search results for the location. It enables other users of the Capacity Tracker to quickly link to these places on the Internet.

    iii.   Please indicate whether you accept out of hours admissions. Out of hours means outside of 9 to 5 Monday to Friday. By checking this box a tick will appear in the box and this indicates that you accept out of hours admissions. Leaving unchecked means you do not offer this option. These details are also displayed in search results for the location.

Classification and Funding

    i.   Review the information pre-populated as this has been imported from the CQC.

    II.   Care Type defaults to your care home providing both residential and nursing care. To change either just click on the relevant option. Green means the option is selected and service is offered, Clicking on again turns the selection Grey, means it is de-selected and that service not offered

    III.   Confirm the Funding Sources you accept by selecting and turning Green those funding sources accepted and turning Grey those funding sources not accepted.

Please note your CQC registered services are listed here. These are imported from CQC so should there be any error here, you will need to contact CQC to have any anomalies corrected. Once CQC have updated any incorrect information this will then be imported into the Capacity Tracker.

Note Log

Whilst you are on this page, you have the option to add as many notes as you want about your care home / services. This is not essential and you may choose to not add any notes. An example is given below of the sort of information you may wish to include **but please remember these need to be kept up-to-date**. If added, **notes appear in the search results** when users search for capacity. Some homes include information about top-up fees, accessibility, whether you don't accept admissions after a certain time – the choice is yours, **but please remember the information in the Notes Log appears in the search details.**

Users with Access

This outlines the Names of Users who have access to your care home(s). It also identifies those users who are Approvers.

Always remember to press the **'Save'** button when you've updated information on any screen. Don't worry if you forget as you will receive a reminder prompt prior to leaving the page

Step 3: Business Continuity

The first 4 sections of the Business Continuity are the elements which need to be updated **every 24 hours as a minimum (or sooner if there are significant changes) for each Care Home that you are responsible for**:

There are 5 sections:

- **Current Status**
- **Covid-19 Recovery**
    - **Outbreak History**
- **Workforce**
- **Availability of PPE**

Current Status

This is to determine the status of your Care Home – Open/Partially Closed/Closed.

Open means there is no issue with your facility and you are open to take residents.

If you select Partially Closed, each vacancy type that your facility provides will appear and you need to select which element(s) is closed (example below) – you may have one or several that are closed to accepting new residents. If you have vacancies within the closed vacancy types, **these should not be amended to 0** - 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.

The appropriate Status of your home then needs to be selected – this is RAG (Red/Amber/Green) – if you hover over each button further text appears with an explanation of each selection.

- 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 a significant risk of being able to accept further admissions in the coming days

Covid Recovery-19

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'.

COVID-19 Recovery

Residents

Overall number of residents with COVID19 (suspected or confirmed) currently in the care home	0	👥
Number of residents NEWLY SUSPECTED with COVID-19 today	0	?
Number of residents NEWLY CONFIRMED with COVID-19 today	0	✓
Number of these residents that were admittted from outsde the carehome today	0	🏃
Total COVID-19 Residents identified today originating in the care home	0	
Days since last suspected/confirmed COVID-19 infection	N/A	

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	

An outbreak is defined as two or more cases of COVID-19, either clinically suspected or laboratory confirmed, in care home 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.

Void or Inconclusive tests should be recorded as SUSPECTED for tracking purposes.

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 you're dealing with at the location at the moment) – this number should be input daily*

2. Number of Residents **NEWLY SUSPECTED with COVID19 TODAY**

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

3. Number of Residents **NEWLY CONFIRMED with COVID19 TODAY**

(*This is the number of cases of confirmed COVID19 newly identified among residents today*)

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

(Cases of newly arrived residents today with laboratory confirmed COVID19 transferred in to the care home from a hospital or the community or from another care home (Note that these automatically get excluded from the outbreak calculation))

The Total Covid-19 Residents identified today originating in the care home – this field is automatically populated and is calculated from the data input above

Days since last suspected/confirmed COVID-19 information – this field is automatically populated from data previously input

The COVID-19 Recovery Staff has 2 fields – **Staff**

1. Number of Staff NEWLY SUSPECTED with COVID19 TODAY
   (Number of staff with a suspected COVID19 diagnosis today)
2. Number of Staff NEWLY CONFIRMED with COVID19 TODAY
   (Number of staff with a laboratory confirmed COVID19 today)

Total COVID-19 Staff (Today) – this field is automatically populated from the data input above

Outbreak History

ID	Outbreak Start	Duration	Last Known Case	Staff Suspected	Staff Confirmed	Residents Suspected	Residents Confirmed	Status
			No outbreaks have been recorded at this location					

The Outbreak History will automatically populate from information input into the Covid-19 Recovery section. An outbreak is defined as two or more cases of COVID-19, either clinically suspected or laboratory confirmed, in care home 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.

Void or inconclusive tests should be recorded as SUSPECTED for tracking purposes.

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 (New)

Workforce

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.

The Establishment FTE needs to include any posts that aren't currently filled.

The 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.

The Additional FTE field is the staff required by the home to safely admit and care for residents, during the pandemic.

NOTE: Where no Registered Nurses or Non-care providing staff exist at the location this should be input as Zero (0).

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

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 element is a BRAG (Red/Amber/Green/Blue) :

- 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 availablesupplies available within the facility but will run out in 7 days
- Red = No PPE supplies or Less than 48 hours supply of PPE Available

Availability of PPE (Personal Protective Equipment)

Guidance on the use of PPE can be found at GOV.UK

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

Step 4 Adult social care fund ASC

Support to Providers – Questions to Inform Local Planning Response

The government published guidance on actions that should be put in place to support care homes and protect staff and residents. You can read more about this at GOV.UK

As part of this, we are asking all providers to tell us whether they are able to put these measures in place, and whether the appropriate support is available.   For support, please contact ENGLAND.bettercaresupport@nhs.net.

Documentation to support users is available from the following link ASC Fund Questions

A weekly update is requested for these questions.

Business Continuity at Cranberry Care Home

Provider details | Business continuity | **Adult social care fund** | Care quality | Edit services | Edit costs | Edit total capacity | Edit vacancies | Edit contracts

Support to Providers Questions to Inform Local Planning Response

The government published guidance on actions that should be put in place to support providers and protect staff and residents. You can read more about this at GOV.UK.

As part of this, we are asking all providers to tell us whether they are able to put these measures in place, and whether the appropriate support is available.

For support, please contact ENGLAND.bettercaresupport@nhs.net or see the documentation on these questions.

Focus 1: Infection Prevention and Control Measures

Are you able to create isolation beds, either through single occupancy rooms or cohorted areas? **Yes** No

Can you be confident that staff are not moving between locations, or between your location and other health or social care services? Yes **No**

Are you currently paying full wages to staff who are self isolating following a positive test? **Yes** No

Focus 2: Testing

Have you registered on the government's testing portal? Yes **No** Not able to register

Have you received COVID19 test kits for all residents and asymptomatic staff? Yes **No**

Have all residents discharged to your location from hospital been tested for COVID19 and are results of the tests shared promptly? Yes **No** No discharges from hospital

Focus 3: Personal Protective Equipment (PPE) and Clinical Equipment

Based on your answers to the existing questions on PPE stocks, do you have the PPE that you need to care safely for residents? Yes **No**

Are you able to access medical equipment that you need for COVID19? Yes **No** Not currently needed

Focus 4: Workforce Support

Where you need training in the use of PPE from clinical or PH teams, have you received it? Yes **No** Not currently needed

Are you receiving training, where needed, on the use of key medical equipment that you need for COVID19? Yes **No** Not currently needed

Do you have access to additional capacity including from locally coordinated returning healthcare professionals or volunteers? Yes **No**

Focus 5: Clinical Support

Do you know who your identified Clinical Lead is? Yes **No**

Are you aware of, and able to access, primary and community health support, through the offer of mutual aid from the NHS, when needed? Yes **No** Not currently needed

✓ Save Details   ✗ Cancel

The CQC, NHS and DHSC guidance on Admissions and Care of residents during COVID-19 published 2nd April 2020 states: *Any information gathered will not be used to drive any regulatory enforcement activity. The intention is for this information to be used to support collective planning across the health and social care sector and swiftly resolve issues wherever possible, whether through local or national actions.*

Step 5: Care Quality

No action is required for this section; it contains CQC ratings imported from the CQC report. NOTE: **These are imported from CQC so should there be any error here, you will need to contact CQC directly to have any anomalies corrected**.

Step 6: Define the Services that you offer

    a. Select **'Edit Services** and you will be taken to the screen below.

    b. Short Stay Services – where you are willing to consider one or more Short Stay Services from the list for any of your Vacancies, select as appropriate. If you do not wish to offer Short Stay Services select Short stay services not provided. In selecting a short stay service you are saying that you are willing to consider any placement from this service for any of your declared long term vacancies.

    c. Simply click on the relevant Short Stay Services and Long Term Vacancy Types you offer. These will turn green to confirm your selection.

    d. Languages gives the care home an option to promote whether they can offer any specific language in addition to English as this is sometimes an important decision for some patients looking for a care home with a particular language need. To add additional languages, just start typing and select each language

    e. Once finished, you should press **'Save Services**.

Note: The services offered must be in accordance as per your CQC Statement of Purpose.

Step 7: Set the cost of each Long Term Vacancy Type & Short Stay Service

Each Vacancy Type offered must have an indicative 'Price per Week' assigned.

If one or more Short Stay Service is selected then an indicative price for that service(s) must be input.

Please Note: If a cost is not assigned to any of these, your Care Home will not have fully completed its registration; the Capacity and Vacancy details will not be editable and will not appear in any search made by those discharge teams or commissioners trying to identify vacancies.

19

Step 8: Enter TOTAL capacity for each Long Term Vacancy Type

a. Select **"Edit total capacity"** and you will be taken to the screen below

b. For each of the Long Term vacancy types defined on the previous screen you will be presented with a row of boxes to enter the TOTAL Capacity. It's therefore important that this is done before moving to the next step and declaring your current Vacancies.

c. This is the TOTAL number if full capacity were available (i.e. your care home was completely empty). Current vacancies will be entered on the next screen so please do not get the two mixed up.

d. The system will automatically calculate the difference between your Total Capacity and the Vacancies which is entered on the next screen (this will be the number of USED beds and will be used for reporting purposes).

e. After entering total capacities, click **'Save'**

f. **Please note the number of Beds the care home has registered with the CQC is automatically populated. The TOTAL capacity entered may exceed the capacity registered with the CQC. If this occurs you will be presented with a warning on the screen asking for confirmation.**

Confirm Capacity

Our records show that this care home has **18** rooms registered with the CQC, but you've entered a total of **26**. Is this correct?

| Yes, this capacity is correct | No, double check capacity |

g. **If vacancy numbers are not populated, your Care Home will not have fully completed its registration and will not appear in any search for vacancies.**

Step 9: Enter Vacancies for each Long Term vacancy type

a. Select "Edit Vacancies" and you will be taken to the screen below.

Provider details | Business continuity | Care quality | Edit services | Edit costs | Edit total capacity | **Edit vacancies** | Edit contracts

Care Home guidance: To ensure that your Care Home vacancies are accurately reflected in the search facility used by discharge teams, it is important that you regularly update your current vacancies across each vacancy type.

Vacancy Type	Current Vacancies / Max. Capacity		
Dementia Residential	0	0 total	☐ Is Dementia Residential flexible?
General Residential	9	9 total	☑ Is General Residential flexible?
Transitional	0	0 total	☐ Is Transitional flexible?

Total Available Vacancies 9

Last Updated 20 Dec 2019 14:21 by stuart.flanagan1@nhs.net

✔ Save

✉ Contact Us   © 2020 NHS Commissioning Board. Developed by North of England Commissioning Support Unit (NECS) - 1.0.0.0 - Live   **NHS**

b. For each of the vacancy types chosen, you will be presented with a row of boxes to enter the Current Vacancies. **If you have vacancies within the closed vacancy types, these should not be amended to zero (0) - 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.**

c. This is the number of VACANCIES which you are currently able to provide.

d. Simply enter the VACANCY number against each vacancy type.

e. **Flexible option**:

    i. If you are able to flex your vacancies across differing vacancy types, check the box against the vacancy type. E.g., you only have ONE available bed and it could be used for any of the vacancy types it's essential that you tick the box next to it to identify if the vacancy is flexible.

    ii. Don't add 1 in each bed type as this would suggest that the home had more vacancies than it actually does. Instead, select one vacancy type that you want to offer and put a 1 next to it, tick the flexible option and place a 0 in the others.

       iii.   The system will not allow you to save more vacant capacity than you have told the system you have as TOTAL capacity. Helpfully, the system will display the TOTAL capacity that you've entered from the previous screen.

  f. **Please note that this is the screen that enables you to update your vacancy information, however, we have added a new facility to enable you to update your business continuity and vacancy information within one screen. This will be especially helpful to those who need to update more than one location regularly. – See Step 10.** This information will be used to determine whether your organisation appears in the search results and is therefore essential to keep your information up-to-date. Once Saved the update is date stamped. If you update daily your vacancy will appear in '24 hour search results'. It is therefore in your interest to update as frequently as possible and every 24 hours as a minimum. Updates can be made quickly on the go via mobile phone or tablet with Wi-Fi access.

  g. When you're finished, press **'Save '**

Please note for care homes to appear in the search results and any vacancy listings, they must have:
1.   Set up their services
2.   Defined at least one Long Term Vacancy type cost
3.   Where Short Stay Services are offered, included an indicative cost
4.   Declared vacant capacity
5.   Specified at least one funding source
6.   Specified at least one care type

Step 10: Enter Contracts the Care Home has in place with Local Authorities and CCGs

It's easier to transfer a patient / client between organisations that already have a contract with each other. As part of the care home setup process, just select the Edit Contracts link below the Menu Bar and you will be presented with all Local Authorities and CCGs across England grouped by geographical sub-region.

Just click on the relevant organisations to specify the ones which your care home has an existing contract with and they will turn green; save when complete.

By taking the above action the system sends notifications to the CCG and Local Authority who will need to approve the Contract and confirm it is in place prior to it being visible to those discharge teams searching for vacancies and who have selected this filter.

Step 11: Updating Business Continuity and Vacancy details

In line with National Guidance, Care Homes are being asked to update their vacancy/Business Continuity details as soon as they change and at <u>least every 24 HOURS.</u>

Please see link below to User Guide for Quickly Updating Care Home Vacancies and Business Continuity Information: https://careproduksstore.blob.core.windows.net/carehomeuserdocs/business-continuity.pdf

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
Telephone: 0191 6913729
Email: Necsu.capacitytracker@nhs.net
Internet: Carehomes.necsu.nhs.uk
Twitter: @CapacityTracker
Facebook: @NHSCapacityTracker