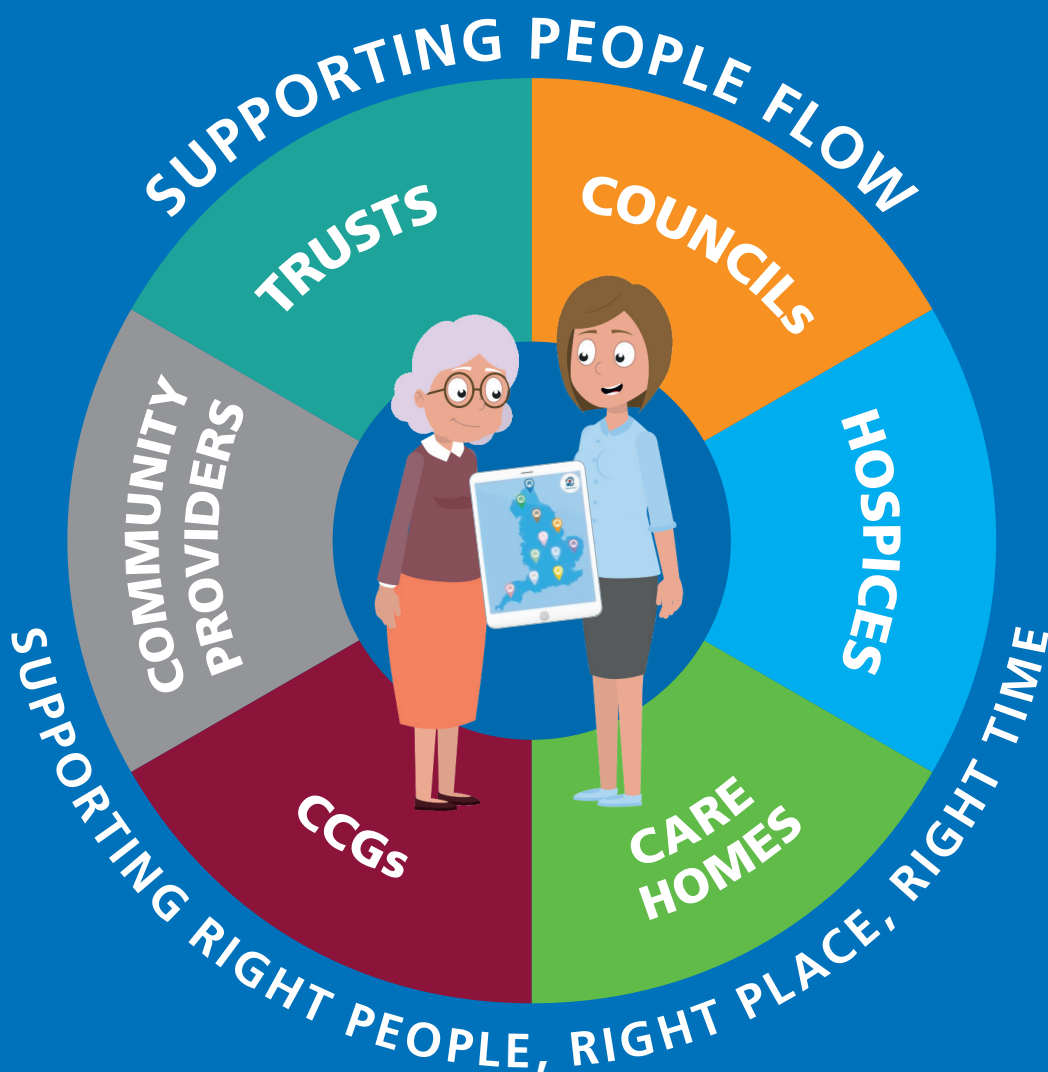




How to Register on the Capacity Tracker

HOSPICE PROVIDERS



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 in their organisation. E.g.: An Approver for your hospice can approve other users who register in from your hospice and also reset their passwords. They are also responsible for removing users who no longer should have access or who have left the organisation.

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

These are intended for sharing between multiple users. Generic 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.
- c. Use the '**Register NOW**' 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 on for approval by an Approver form within your organisation. Where a current Approver for your organisation doesn't currently exist your new user request will be reviewed by a member of the Capacity Tracker Team .

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NHS England

Register Help Videos

Register New account

Your Details » Organisation Details » Finished

Email Address

Full Name

Contact Number

Job Title

User Type **Standard** Approver Select 'Approver' if you require permission to approve other users in your own organisation.

Provider Type **Care Home** NHS Acute Community Hospice CSU CCG Local Authority NHSE//D/X Other

[« Previous](#) [Next »](#)

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- e. **Email Address:** this should be a unique email address that has not been registered with the Capacity Tracker previously. A warning will appear if the address is already registered

Username taken!

Should you receive this warning please contact the Capacity Tracker Service desk by email necs.servicedesk@nhs.net

Note: Check email address for accuracy as if this contains any inaccuracies new applicants will not receive passwords/automated responses from the system.

- f. **User Type:** Each Organisation needs to have a minimum of 2 Approvers in place to ensure there is adequate cover to update the Capacity Tracker during holiday periods or sickness.
- g. Examples of Approvers could be as follows:
Discharge Managers, Operational Managers, Managers, Assistant Managers

- h. The Approver will receive an automated email advising them when a new user from their organisation has requested access to the Capacity Tracker. The Approver will need to log on to the Capacity Tracker and from the Dashboard screen select the Users awaiting approval tile. Once selected An Approver will simply review the request select the appropriate button either approve / reject.

User Type is defaulted to a Standard user and shown in green. To change this to Approver simply select Approver – this will then turn green and the previous Standard defaulted selection will be deselected turning from green to grey.

- i. **Organisation Type:** This is defaulted to Care Home and is shown in green. If you are registering from any Organisation other than a Care Home you should select the organisation required e.g. **Hospice** and this will then turn green and the previous Care Home defaulted selection will be deselected turning from green to grey. Then Click Next.

The screenshot shows the 'Register New account' form. The 'Contact Number' field is empty. The 'Job Title' field contains the number '1'. The 'User Type' section has two buttons: 'Standard' (grey) and 'Approver' (green). A tooltip for the 'Approver' button reads: 'Select 'Approver' if you require permission to approve other users in your own organisation.' The 'Provider Type' section has a row of buttons: 'Care Home' (grey), 'NHS Acute' (grey), 'Community' (grey), 'Hospice' (green), 'CSU' (grey), 'CCG' (grey), 'Local Authority' (grey), 'NHSE/ID/X' (grey), and 'Other' (grey). At the bottom left is a '« Previous' button and at the bottom right is a 'Next »' button. The footer contains 'Contact Us', '© 2020 NHS Commissioning Board. Developed by North of England Commissioning Support Unit (NECS) - 1.0.0.0 - Live', and the NHS logo.

- j. **Hospice Provider:** In the box where the cursor is flashing, enter the postcode of the Hospice and select search. All Providers with that postcode will then be listed. From this list click on your HOSPICE organisations name and this will produce a tick adjacent to indicate which Hospice you have selected ; if you wish to add multiple Hospices, please enter another postcode and repeat this process.

The screenshot shows the 'Capacity Tracker' web application interface. At the top, there's a header with the 'Capacity Tracker' logo and tagline 'Built in partnership with NHS, local authorities and care home providers', and the 'NHS England' logo. Below the header is a navigation bar with 'Register' and 'Help Videos' links. A blue banner below the navigation bar says 'Register New account'. The main content area is titled 'Your Details » Organisation Details » Finished'. It features a search bar for 'Hospice' with the text 'ts24 9DA' and a 'Search...' button. To the right of the search bar is a light blue box with the text 'To select another hospice, type another postcode'. Below the search bar, there's a list of results. The first result is 'My Hospice' with a green checkmark in a green box to its right. The second result is 'My Hospice 2' with a light blue box to its right. At the bottom of the search results, there's a section titled 'Care Home Search?' with the subtext 'Do you need to search for care home vacancies?'. It has two buttons: 'No' and 'Yes', with 'Yes' being highlighted in green. At the bottom of the main content area, there are two buttons: 'Previous' and 'Next'. The footer contains 'Contact Us', copyright information '© 2020 NHS Commissioning Board. Developed by North of England Commissioning Support Unit (NECS) - 1.0.0.0 - Live', and the 'NHS' logo.

If you wish to use the Capacity Tracker to search for vacancies to support the discharge of people from your hospice into Care/Residential Homes, please select YES button next to **Care Home Search?**

Then select the blue Next button.

- k. **Terms and Conditions and Communications Policy:** Will then be displayed. Please read these fully prior to clicking on the "I agree" box for each element and the blue Complete button.

The screenshot shows the Capacity Tracker registration interface. At the top, there is a header with the Capacity Tracker logo and tagline "Built in partnership with NHS, local authorities and care home providers", and the NHS England logo. Below the header is a navigation bar with a home icon, "Register", and "Help Videos". A blue banner below the navigation bar contains a user icon, "Register", and "New account". The main content area shows a progress bar with "Your Details » Organisation Details » Finished". Below this, a light blue box contains the following text:

By signing in to the Capacity Tracker, I, the user:

All users

- I am (or am employed/engaged by)
 - a person involved in the commissioning, management or provision of health, care or accommodation.
 - a person seeking a vacancy for the accommodation of myself or another person; and/or
- I will use Capacity Tracker and the data I access through it solely for the purposes listed above.
- I will not use Capacity Tracker or the data I access through it for any other commercial or business purpose without the prior written agreement of NECS.
- I confirm that the information which I provided during the registration process was accurate and I agree to immediately notify NECS of any changes to this information.
- I will check that I have been granted the correct access level and will immediately notify NECS if I become aware of any problems with accessing Capacity Tracker or if my access should be revoked or amended (e.g. should I no longer be (or be employed/engaged by) a person listed above).
- I will keep my login details private and secure and will not permit anybody else to use Capacity Tracker using my login details. If I suspect my login details have been compromised I

Terms of Use

☐ I agree ☐ I do not agree

Communications

I agree to receiving important email communications and information alerts which are relevant to the commissioning, management or provision of health, care or accommodation. I understand that I can opt in or out of such communications at any time.

☐ I agree ☐ I do not agree

At the bottom of the page, there is a footer with a "Contact Us" link, copyright information "© 2020 NHS Commissioning Board. Developed by North of England Commissioning Support Unit (NECS) - 1.0.0.0 - Live", and the NHS logo.

- l. Once approved, the system will email you your login details including a password which must be changed on first use to something more memorable. In the unlikely event that you don't receive an email directly please check your spam folders in case it has been diverted there. Your password must comply with NHS policy on password strength which will be advised on the change password screen.
- m. 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

- n. 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>

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NHS England

Register Help Videos

Log In

Log in to Capacity Tracker

Email Address

Password

Remember Me ☐ Log In Register NOW

Forgotten password?

@CapacityTracker 0300 555 0340 NECS

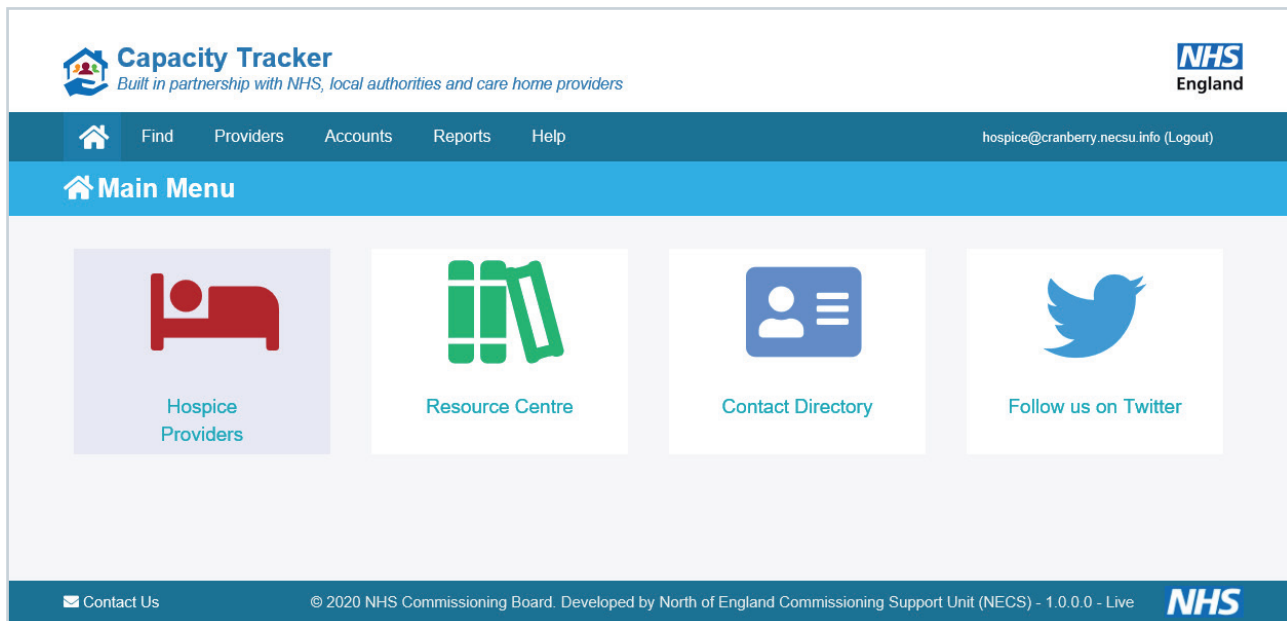
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2

User Login

- a. It is advisable to tick the **'Remember Me'** checkbox so that the system remembers your password, unless of course you are using a public computer/ device to access the Portal.
- b. Following a successful login you will be presented with the following **'Home Page/Main Menu'** screen or a variation of it depending upon your organisation type and/or level of permission.

Note: Organisations can only see their own data and will not have access to all reports.




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 by email necs.servicedesk@nhs.net for password reset support.

Note: Passwords expire after 90 days and must be changed – a reminder email will be sent prior to this expiry date.

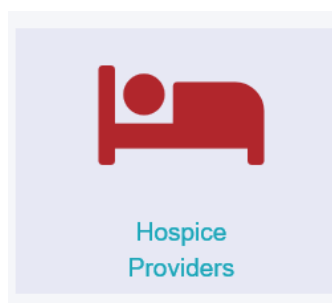
3

Initial Organisation 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 and update your information


- a. The first step is to ensure your hospice is correctly setup in the system. This is done by selecting the Hospice Providers tile on the Main Menu.




- b. You will be presented with the following screen.

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 Find Providers Accounts Reports Help


hospice@cranberry.necs.u.info (Logout)

 **Hospice Providers** Manage hospice providers

Parent OrganisationAll organisations...

NHS RegionAll regions


 Reset filters

 Download XLS


Show10entries

Search:

Provider	Bed Types	Maximum Capacity	Vacancies
Cranberry Hospice (OX3 2RX) Edit	Bed Types	Maximum capacity	Vacancies

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The setup involves working through each of the respective 4 links associated with your Organisation:

- i. Edit Hospice Details (Address etc.)
 - ii. Edit Bed Types:
 - iii. Edit Maximum Capacity
 - iv. Edit Vacancies (**Once fully set up This is the only screen which Organisations needs to routinely enter to update their spare capacity - Current ask is update when changes occur and as a minimum once a day**)
- c. First click the '**Edit**' link next to the Hospice name. This will take you into the form which allows you to review and update the main details about your organisation covering:
- i. Name
 - ii. Address and Postcode (very important that this is entered this correctly)
 - iii. Classification and Funding data
 - iv. Misc. Details including CQC report URL, Public URL for your specific care home
 - v. Manager details. Contact details -these are important as they appear in the search results.
 - vi. NHS.net email needs to be populated as soon as possible in addition to the Manager's generic email address.

Please note your CQC registered services are listed here alongside the miscellaneous details (Misc. Details). These are imported from CQC so should there be any error here, you will need to contact CQC directly to have any anomalies corrected. Once corrected the information will automatically be imported into the Capacity Tracker.

- d. Always remember to press the green '**Save**' button when you've finished changing anything on any screen but you will be reminded if you forget before you leave the page.
- e. Whilst you are on this page, you have the option to add as many notes as you want about your Organisation. 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. Key words within notes can also be searched on when looking for vacancies i.e Bariatric Equipment, Hoists, Pets allowed

Note Log

Add a Note for this Care Home

Date: 25/10/2018

Added By: Stuart Flanagan

Edit

Delete

No pets allowed
Current building work restricts access . Please access via the side entrance
Additional top up fees may apply
All vacant bed types can flex across the stated bed types offered

Step 2: Define the Bed Types that you offer

- Select **Edit Bed Types** and you will be taken to the screen below.
- Select Hospice Beds checkbox or if you do not offer that service select the None of these bed types are provided checkbox
- Once finished, you should press **Save Bed Types** button.

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

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NHS England

Home

Find

Providers

Accounts

Reports

Help

hospice@cranberry.necsu.info (Logout)

Edit Bed Types

at Cranberry Hospice

Provider details | Edit Bed Types | Edit maximum capacity | Edit vacancies

Specify bed types provided before setting capacity.

Bed Types (Required)

Hospice Beds

None of these vacancy types are provided

Save Bed Types

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NHS


Step 3: Enter Maximum capacity for each Bed Type


- For each of the bed types defined on the previous screen you will be presented with a box to enter the **TOTAL MAXIMUM Capacity**. It's therefore important that this is done before moving to the next step and declaring your current Vacancies.
- This is the **TOTAL** number **if full capacity were available (i.e your hospice completely empty)**. Current vacancies will be entered on the next screen so please do not get the two mixed up.
- 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).
- After entering total capacities, click **'Save'**
- Please note the number of Beds the Hospice has registered with the CQC is automatically populated. The TOTAL capacity entered should NOT exceed the capacity registered with the CQC.**

If you try to do this you will be presented with a warning on the screen asking if you're sure.

- If vacancy numbers are not populated, your Organisation will not have fully completed its registration and will not appear in any search results listing vacancies.

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 Find Providers Accounts Reports Help

hospice@cranberry.necsu.info (Logout)

Edit Total Capacity for Cranberry Hospice

[Provider details](#) | [Edit Bed Types](#) | **Edit maximum capacity** | [Edit vacancies](#)

Guidance: This page is intended for you to define the breakdown of the total number of beds at your location. *Actual vacancies* should be entered and managed via the Edit Vacancies page.


Bed Type	Maximum Capacity
Hospice Beds	<input type="text" value="60"/>

Total Entered Capacity

60


CQC Stated Bed Capacity

60



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Step 4: Edit Vacancies

- For each of the bed type you will be presented with a box to enter the Current Vacancies.
- This is the number of VACANCIES which you are currently able to provide **i.e., if you were contacted today.**
- Simply enter the VACANCY number against each bed type.
- The system will not allow you to save more vacant capacity than you have told the system you have as MAXIMUM capacity for obvious reasons. Helpfully, the system will display the TOTAL capacity that you've entered from the previous screen.
- Please note that this is the screen you are routinely asked to update** and this information will be used to determine whether your organisation appears in search results when organisations are trying to locate beds which is why it is important to keep your information as up-to-date as possible. Once Saved the update is date stamped and is displayed next to the Last Updated text. It is therefore in your interest to update ideally as soon as your vacancies change or as a very minimum on a daily basis. This simply takes just 30 seconds and can be updated on the go via a mobile phone or tablet with wi-fi access.
- Hospice beds flexible** – there is a checkbox available and should be ticked if your organisation provides multiple bed types and has the ability to flex across those bed types.
- When completed, press 'Save'

The screenshot shows the 'Capacity Tracker' interface. At the top, there's a header with the NHS England logo and the text 'Capacity Tracker Built in partnership with NHS, local authorities and care home providers'. Below this is a navigation bar with links: Home, Find, Providers, Accounts, Reports, and Help. The user is logged in as 'hospice@cranberry.necsu.info (Logout)'. The main heading is 'Edit Vacancies for Cranberry Hospice'. Below this is a breadcrumb trail: 'Provider details | Edit Bed Types | Edit maximum capacity | Edit vacancies'. A guidance box states: 'Guidance: To ensure that your vacancies are accurately reflected in the search facility used by discharge teams, it is important that you regularly update your current vacancies across each bed type.' The form contains a table with columns 'Bed Type' and 'Current Vacancies / Max. Capacity'. The 'Hospice Beds' row shows '5' in the 'Current Vacancies' field and '60 total' in the 'Max. Capacity' field. To the right of the table is a checkbox labeled 'Is Hospice Beds flexible?'. Below the table, the 'Total Available Vacancies' is displayed as '5'. At the bottom, there is a 'Last Updated' field showing 'Never' and a green 'Save' button with a checkmark icon.

Bed Type	Current Vacancies / Max. Capacity
Hospice Beds	5 / 60 total

Is Hospice Beds flexible? ☐

Total Available Vacancies: 5

Last Updated: Never

For Hospices to appear in the search results, they must have completed the above key data fields.

- c. Follow the steps below to search for Long Term Vacancy types:
- i. Select one search type, this can be based on
 - 1. Postcode (This could be the hospital postcode, the patient's home postcode or perhaps their relative's postcode).
 - 2. Local Authority (it will limit the search to care homes aligned to this organisation)
 - 3. CCG (it will limit the search to care homes aligned to this organisation)
 - 4. Once a search type has been chosen you can then either select the green **find care homes** button at the bottom of the screen or filter further by selecting one or more from the following:
 - ii. Select the required Service and/or Vacancy Type.
 - iii. Choose the funding sources you can provide – **(CCG, Local Authority or Private)**.
 - iv. Choose the overall CQC Rating if you want to restrict the search further.
 - v. Enter a Maximum Price per Week you want to limit the results to.
 - vi. Select any specific language requests. Only languages that are offered by Care Homes will be listed in the drop-down. English is automatically the default.
 - vii. Filter your search further by selecting the Vacancies Last Updated button
 - viii. Select '**Find Care Homes**'
 - ix. You will be presented with the list of organisations with vacancies that meets your search criteria. The results will be sorted by distance (as the crow flies) from the postcode you entered in your search or the CCG or LA HQ address if one of these were chosen. A similar screen below will be displayed. The current CQC Overall rating for the Care Home will also be displayed.

Find care homes

696 care homes with vacancies
Showing 1 - 20 of 696

Excel Print List Map

Care Home

1.5 miles

7 vacancies
Last updated 23 Aug 2019 17:15

Good
CQC Rating Detail...

View Details
Contracts

- d. If Short Term Vacancies are required please follow the steps below:
 - i. Input the required CCG, LA Area or Postcode along with your filtering requirements
 - ii. Select Short Stay (turns green upon selection).
 - iii. Short Stay Services field has a drop down menu – select the specific service required
 - iv. Click Find Care Homes button for results

Q Care homes with vacancies

Search by: **Postcode** Local Authority CCG

Postcode/Location: DH1 3YG

CQC Service: Select options

Contract with LA: Blank for all...

Contract with CCG: Blank for all...

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

Short Stay Service: All Services

CQC Rating: Any Rating

Approx. Price per Week: £ 6000

Required Language: English included by default...

Notes Contains:

Funding Sources Accepted: **CCG** Local Authority Private

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

Q Find care homes

- e. For each care home that appears in your search results you can quickly access several key pieces of information using the relevant links. This is designed to avoid having to cold call care homes that don't have vacancies but also gives you relevant information to determine whether patient transfers are likely to be feasible. This includes:
 - i. The date the Care Home last updated their Vacancy Numbers
 - ii. Care Home Contact & Travel Details
 - iii. Notes posted by the Care Home
 - iv. Services delivered by the Care Home
 - v. Contracts in place with Local Authorities and CCGs
 - vi. Whether the Care Home accepts Out Of Hours Admissions
 - vii. Specialist equipment available such as bariatric / Hoist

- f. You can also display your search results in three ways for your own convenience.
 - i. List View (Default)
 - ii. Map View (the Red Star is the postcode you enter in the Search)
 - iii. Print (this allows you to print or save the file for later use)
 - iv. Export To Microsoft Excel
 - v. **Data exported out of the system for this report is for Health and Social Care Professionals use only and not for distribution as it will contain commercially sensitive information from care homes. To provide patients and family members/carers with a snap-shot of vacancy information via print out/email, see Vacancy Reports for Public in the Reports tab.**

**For further information or to request
a demonstration please contact us**



0191 301 1300



necsu.capacitytracker@nhs.net



carehomes.necsu.nhs.uk



@CapacityTracker



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