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Reducing Operational Support Data Collection

PPE questions will be removed for **Care Home, Hospice and Substance Misuse** providers.

Availability of PPE Personal Protective Equipment

Please visit the PPE portal to order more PPE or for an emergency supply contact PPE customer services on 0800 876 6802, Monday to Friday between 8am to 5pm

Do you have **less than 48 hours supply** of any PPE equipment?

The **Bulk Update Template** for **Care Home providers** will be amended to reflect the changes above, the new layout is shown below:

Bulk Update: **New**

AQ	AR	AS	AT	AU
Visiting issues - Other?	Visiting issues - No issues?	Have all your staff received up to date Infection Prevention and Control Training?	Do you know who your identified Clinical lead is?	Are arrangements in place for a weekly home round or check in between your location and your local primary care / community health services clinical team?

Bulk Update: **Old**

AR	AS	AT	AU	AV
Visiting issues - No issues?	PPE - Less than 48h supply?	Have all your staff received up to date Infection Prevention and Control Training?	Do you know who your identified Clinical lead is?	Are arrangements in place for a weekly home round or check in between your location and your local primary care / community health services clinical team?

Some Covid related questions will be removed for **Homecare** providers:

Service Users with a confirmed or suspected diagnosis of coronavirus

Service Users

How many service users are currently registered and receiving care from your agency?*

~~At the moment, how many people using your service have a confirmed or suspected diagnosis of coronavirus?~~

PPE supply

Operational Support

~~Please visit the PPE portal to order more PPE or for an emergency supply contact PPE customer services on 0800 876 6802, Monday to Friday between 8am to 5pm~~

~~Do you have **less than 48 hours supply** of any PPE equipment?~~

~~Yes No~~

Coronavirus related issues text field

~~If your organisation is experiencing any other coronavirus related issues please use this space to tell us (eg: needs you cannot meet, shortages, etc.)~~

The **Bulk Update Template for Home Care Providers** will be amended to reflect the changes above, the new layout is shown below:

Bulk Update: New

D	E	F	G	H	I	J	K
Service users today	How many staff in your organisation have face-to-face contact with the people you support?	Care providing staff (Absent)	Can you provide any extra care hours?	Number of extra care hours	Workforce Capacity - Hours Paid	Workforce Capacity - Hours Overtime	Workforce Capacity - Hours Agency
L	M	N	O	P	Q		
Workforce Capacity - Hours Absence	Workforce Capacity - Days Absence	Staff received COVID vaccine full course	Packages of Care - NHS & LA funded returned	UsersNhsLa	UsersSelffunded		

Bulk Update: Old

D	E	F	G	H	I	J	K	
Service users today	Users with COVID-19 (Confirmed or suspected)	How many staff in your organisation have face-to-face contact with the people you support?	Care providing staff (Absent)	less than 48h supply?	Can you provide any extra care hours?	Number of extra care hours	COVID Related Issues	
L	M	N	O	P	Q	R	S	T
Workforce Capacity - Hours Paid	Workforce Capacity - Hours Overtime	Workforce Capacity - Hours Agency	Workforce Capacity - Hours Absence	Workforce Capacity - Days Absence	Staff received COVID vaccine full course	Packages of Care - NHS & LA funded returned	Packages of Care - Self funded ended	UsersSelffunded

Covid-19 Outbreak Monitoring Amendments

In line with Government Guidance, Outbreaks will close after 5 days rather than 10 days, and the system will be updated to reflect this change.

COVID-19 Recovery / Testing

Residents	Staff
Overall number of residents with COVID19 (suspected or confirmed) currently in the care home 3	Number of staff SUSPECTED or CONFIRMED with COVID-19 0
Number of residents SUSPECTED or CONFIRMED with COVID-19 (Today or since the last update) 0	(Today or since the last update)
Days since last suspected/confirmed COVID-19 infection (residents/patients/staff) 71	

The information you enter here provides daily updates to UK Health Security Agency and where an outbreak is triggered a system generated email is sent to advise the appropriate Regional HPT. Updating the Capacity Tracker does not replace established PHE reporting processes.

An outbreak is defined as two or more cases of COVID-19, either clinically suspected or LFT or PCR Test 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 5 days.

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

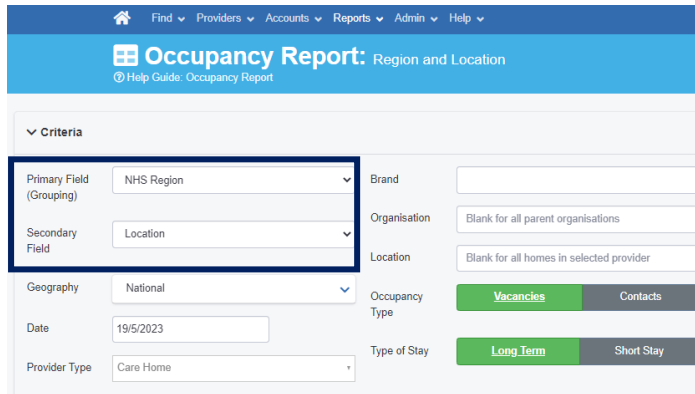
DHSC Guidance can be found [Here](#)

Reminder Emails

1. Reminder emails sent to Home Care and Care Home users at the start of the ASC Data collection period will be amended so that the link to update the location is only operational during the collection window; after this period the link will take the user to the provider update page where the data can be refreshed and saved.
2. Welcome emails for new users of Capacity Tracker will contain a link to available training sessions and support.
3. New users who don't log into Capacity Tracker after registration will receive a reminder email 7 days after their access has been approved.

Integrated Report Refinements

Occupancy Report: the excel export report will include additional geographies and columns A and B will reflect the primary and secondary fields



New

	A	B	C	D	E	F	G	H	I
1	Region	Location	NHSRegion Name	IcbName	SubIcb Name	LaRegion Name	LrfName	LaName	CqclD

Old

	A	B	C	D	E
1	Level1	Level2	Region Name	SubIcb Name	CqclD

Update Monthly ASC Report: the 'Organisation' column within the report will be fixed when users scroll across the screen to improve user experience

	October 2022			November 2022			December 2022			January 2023		
	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	Submissions within reporting window	No submissions within reporting window	Variance to previous month
NHS Region												
East of England	252	+94	1374	283	-31	1376	281	+2	1405	252	+29	
London	230	+26	1061	227	+3	1030	258	-31	1066	222	+36	
Midlands	285	+294	2840	244	+41	2820	264	-20	2744	340	-76	
North East and Yorkshire	257	+78	1914	309	-52	1916	307	+2	1964	259	+48	
North West	299	-11	1509	250	+49	1502	257	-7	1575	184	+73	
South East	420	+151	2243	460	-40	2249	454	+6	2282	421	+33	
South West	214	+100	1774	110	+104	1764	120	-10	1740	144	-24	
Total	1957	+732	12715	1883	+74	12657	1941	-58	12776	1822	+119	

Outbreak Report: this will be changed to reflect the 5-day recovery period

Update Summary Report: a fix will be applied to the report to ensure the data in the exported report matches the screen data

Status Summary (Map): additional workforce data fields will be included on the view and export

New:

- View Response Analysis / Workforce
- Admission Status: Open
- COVID-19 Residents: 9
- Current Outbreak: No
- Regd. Nurses Employed: 3
- Regd. Nurses Absent: 0
- Regd. Nurses Employed (agency): 1
- Care Staff Employed: 30
- Care Staff Absent: 0
- Care Staff Employed (agency): 2
- Non-Care Staff Employed: 19
- Non-Care Staff Absent: 0
- Non-Care Staff Employed (agency): 0

Old:

- View Response Analysis / Workforce
- Admission Status: Open
- COVID-19 Residents: 0
- Current Outbreak: No
- PPE < 48 hours: No
- Care Workers Employed: 110
- Care Workers Absent: 21
- Non-Care Workers Employed: 24
- Non-Care Workers Absent: 2

PPE Data: To be Removed

New:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
CqcId	OdsCode	Organisation	CareHome	Distance	Address	PostCode	Phone	URL	CqcRating	CqcReportURL	AcceptingAdmissions?	Covid19Count	CurrentOutbreak	OperationMandatedUtc	OperationMandatedBst	CovidLastUpdatedEmail	Regd.NursesEmployed	Regd.NursesAbsent

Old:

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
CqcId	OdsCode	Organisation	CareHome	Distance	Address	PostCode	Phone	URL	CqcRating	CqcReportURL	AcceptingAdmissions?	Covid19Count	CurrentOutbreak	PpeL48Hours	OperationMandatedUtc	OperationMandatedBst	CovidLastUpdatedEmail	CareWorkersEmployed

Status Summary (Table): Removal of PPE data

New:

NHS Region	COVID-19				Vacancies	
	Total CV-19 Residents	CV-19 Symptomatic / Confirmed Today	Locations with >= 0 cases	Infection Rate	Current Outbreak?	Accepting Admissions
		Staff Residents			Yes No	Yes No Occupancy %

Old:

NHS Region	COVID-19				Vacancies		Support
	Total CV-19 Residents	CV-19 Symptomatic / Confirmed Today	Locations with >= 0 cases	Infection Rate	Current Outbreak?	Accepting Admissions	Less than 48h of PPE?
		Staff Residents			Yes No	Yes No Occupancy %	Yes No

ASC Home Care Collection Report: will be updated to reflect questions removed from Home Care data collection

New:

NHS Region	Service Users	Total Staff	Staff Absent (COVID)	Extra Hours (#)	Staff Vaccinations	Directly Employed Total Hours Paid	Total Hours Paid Overtime	Total Hours Agency staff Paid	Total absence recorded		Total Returned packages of care		Percentage of returned packages of care
					COVID (Full Course)	Hours			Days Absence	NHSLA	Self Funded		

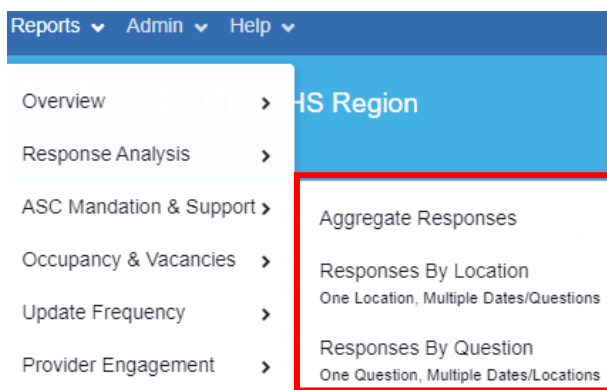
Old:

NHS Region	Service Users	COVID (Confirmed/ Suspected)	Total Staff	Staff Absent (COVID)	Extra Hours (#)	Less than 48h supply of PPE?	Staff Vaccinations	Directly Employed Total Hours Paid	Total Hours Paid Overtime	Total Hours Agency staff Paid	Total absence recorded		Total Returned packages of care		Percentage of returned packages of care
						Yes No	COVID (Full Course)	Hours			Days Absence	NHSLA	Self Funded		

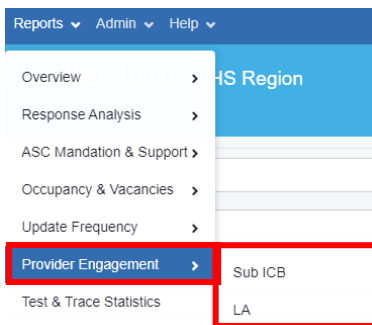
Report Removals

Following question removals, the below Reports will be no longer available:

- ASC Mandation & Support: Responses by Location, Responses by Question & Aggregate Responses



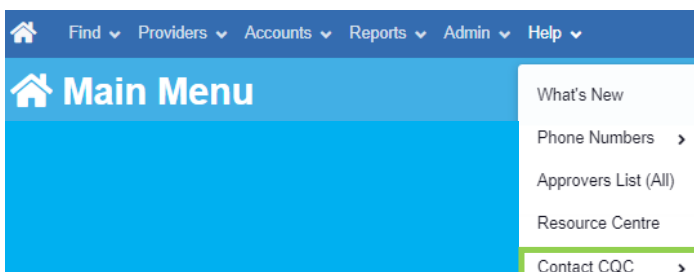
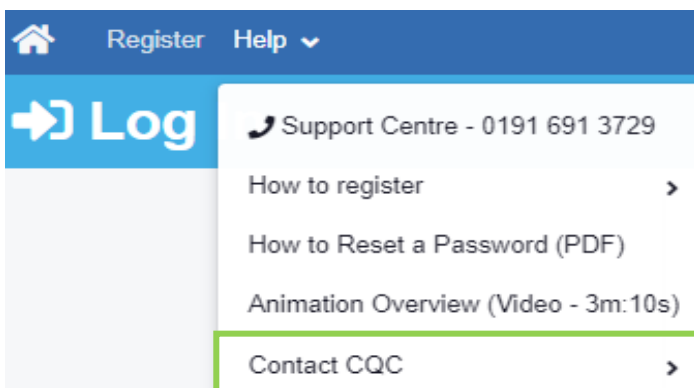
- Provider Engagement Reports for Sub ICB's and LA's



New Features

CQC contact details for registration related queries will be added to both 'Help' sections of the Capacity Tracker - these details can be accessed by those with or without an account. Please see details below:

For general enquiries, call the National Customer Service Centre (NCSC) on 03000 616161 or email enquiries@cqc.org.uk.



Support Centre Details & Further Information

Please visit [Home - Capacity Tracker](#) for more information or contact our Support Centre on 0191 691 3729 (Mon-Fri, 8am-5pm, excluding bank holidays) or email necu.capacitytracker@nhs.net