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North of England  
Commissioning Support

## Capacity Tracker

# User Guide for Care Homes

Version 9.0  
22 November 2021



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## 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	16.6.2020 26.6.2020	Hannah Hope/ Heather Hayton	Complete	Changes to edit provider screen and update on changes to password expiry period
5.0	10.8.2020	Hannah Hope/ Heather Hayton	Complete	BRAG Rating, Adult Social Care Fund
6.0	09.07.2021	Hannah Hope/ Heather Hayton	Complete	
7.0	09.09.2021	Heather/Hayton	Complete	Updated Sections <ul style="list-style-type: none"> <li>• PPE</li> <li>• FLU</li> <li>• IPC Weekly/ Monthly</li> <li>• Covid Vaccinations</li> </ul>
8.0	26.10.2021	Heather Hayton/ Hannah Hope	Complete	Covid exempt and abroad Vaccinations

9.0	22.11.2021	Heather Hayton/ Hannah Hope	Complete	Out of Hours Admissions
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## Introduction

Welcome to the Capacity Tracker Care Home User Guide. This guide is designed to provide documentation support for Care Home providers to set up their services and update the Capacity Tracker on a daily basis.

To use this guide, you will need to be fully registered with the Capacity Tracker, approved and logged into the System. If you have not registered you can do so via the following link

<https://capacitytracker.com/register>.

**For support registering on the system please refer to the New User Registration Guide**

<https://capacitytracker.com/resource-center/category/48/capacity-tracker-how-to-guides>

**For support to log in please refer to the Login Guidance**

<https://captrack1aproduksapp.blob.core.windows.net/uploads/75308c3a-08b0-49d0-8989-ca1e74d21fe5/20211001finalgenericuserloginreviewedsf11021.pdf>

## System Requirements

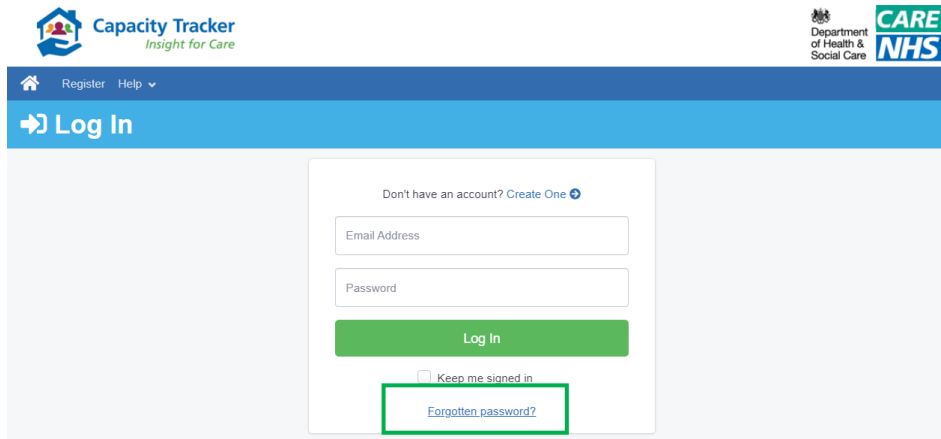
To optimise user experience, use one of the following browsers:

- Desktop: Internet Edge, Firefox, Chrome, Safari/ Explorer 11
- Mobile: Chrome (iOS/Android), Safari (iOS) Preferred browser is Google Chrome.

Users of Internet Explorer (IE) will receive a message recommending they upgrade to a modern browser as continuing with IE will result in a degraded/non optimal experience. You can check which browser and version you are using at <https://updatemybrowser.org/>

## Passwords

If you have forgotten your password click Forgotten Password.



Capacity Tracker  
Insight for Care

Department of Health & Social Care  
CARE  
NHS

Register Help

### Log In

Don't have an account? [Create One](#)

Email Address

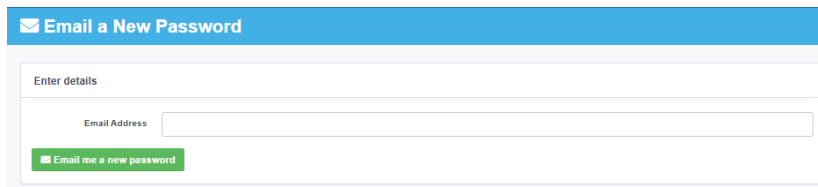
Password

Log In

Keep me signed in

[Forgotten password?](#)

Enter your email address and the system will email you a link to reset the password.



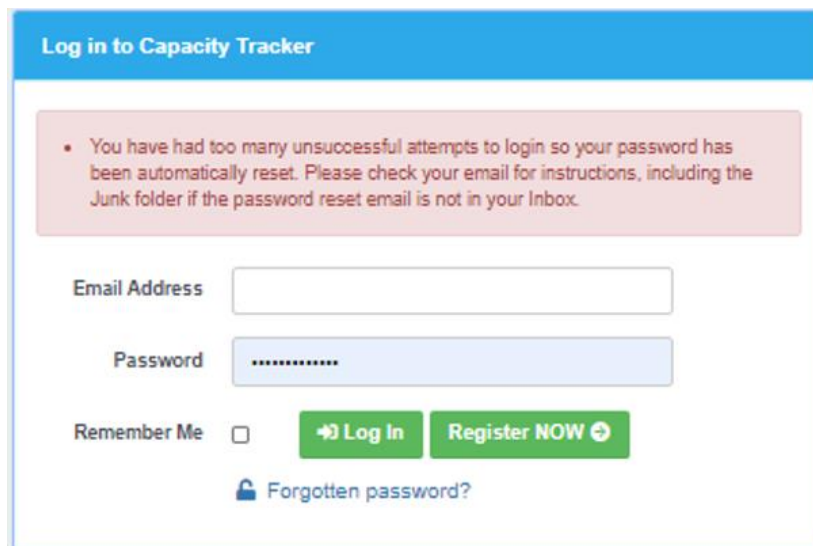
Email a New Password

Enter details

Email Address

Email me a new password

**Note:** If you enter the password incorrectly 5 times, the system will send an automated email containing a link for you to reset the password. Check your email (including your junk mail) for instructions.



### Log in to Capacity Tracker

- You have had too many unsuccessful attempts to login so your password has been automatically reset. Please check your email for instructions, including the Junk folder if the password reset email is not in your Inbox.

Email Address

Password

Remember Me

Log In Register NOW

[Forgotten password?](#)

### Example Password Reset email

Your Capacity Tracker password has been reset. Please click the link below to login.

<https://captrackdev2-uks.capacitytracker.com/login-reset?p=ed7effd0-b687-4b9e-8a50-5397205cf6a5>

Thank you  
Capacity Tracker Team

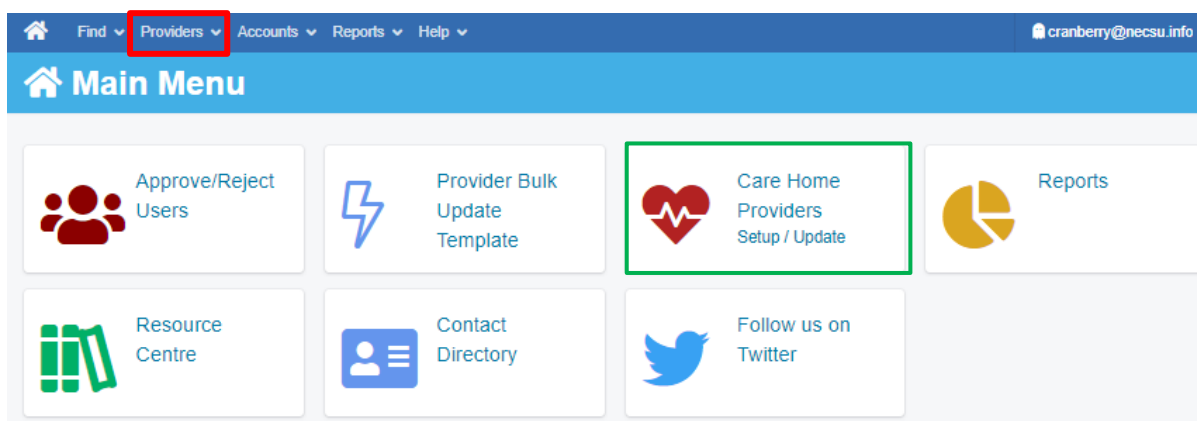
North of England Commissioning Support (NECS)  
Phone: 0191 691 3729  
Email: [necsu.capacitytracker@nhs.net](mailto:necsu.capacitytracker@nhs.net)

Note: Passwords expire after 365 days – you will receive a reminder email prior to the expiry date. If you have forgotten your password, click on the ‘Forgotten password’ link on the Registration page and follow the instructions.

## Provider Details

From the main menu

- Click on the Care Home Providers Setup/Update Tile
- Alternatively
- Hover the mouse over the 'Providers' Section and select Care Home Set up/Update from the drop-down list



Click the **'Edit'** link next to the location name. This will take you into the Edit Provider Page which allows you to review and update the main details regarding your organisation.

Care Home	Services	Costs, Vacancies and Business Continuity	ICF2 / Infection Control	Contracts	Surveys	Care Quality
Cranberry Care Home (OX3 2RX) <a href="#">Edit</a>	Services offered	Costs, Vacancies and Business Continuity	Weekly / Monthly	Contracts	<a href="#">Workforce Capacity Fund</a> <a href="#">Online Proxy Ordering 2</a> <a href="#">NCF</a>	Care Quality

### Jump To

1. [Address Details](#)
2. [Contact Directory](#)
3. [Extended Room Detail](#)
4. [Accessibility](#)
5. [Linked GP Practices](#)
6. [Misc. Details](#)
7. [Classification and Funding](#)
8. [Note Log](#)
9. [Users With Access](#)

Note the Helpful links to take users to the appropriate section on this page.

### Complete or Review the 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 support direct NHS Acute Trusts to care homes secure communications. 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.)

The screenshot shows the 'Contact Directory' interface. At the top, there are instructions: 'This information can be quickly updated using the Template on the Bulk Capacity Update page.', 'Please ensure that you check the information below and ensure that the contact details for the location are up to date. As a minimum the Care Home Manager name, phone number, location email address and where allocated the NHS.net email address should be entered.', and 'NB: This information is essential for those wishing to discuss a vacancy with you and should be an address that is monitored frequently in relation to referrals and admissions to your location.'

Role	Name	Organisation Name	Phones	Email	Address	Public?	
Lead GP	Dr GP	GP Surgery	012341569	drgp@nhs.et	GP Surgery England	✓ Yes	 

Below the table are input fields for 'Eg:', 'Name', 'Organisation', 'Phone', 'Email', and 'Address'. There is a blue checkmark icon and 'Add' and 'Cancel' buttons.

On the left, there is a 'Role' dropdown menu with the following options: Lead Clinician, Lead GP (highlighted), Local Authority, Manager, NHS Email, Pharmacy, Physio, Social Worker, and Trusted Assessor.

Annotations include:

- A box pointing to the top instructions: 'This information can be quickly updated using the Template on the Bulk Capacity Update page. Please ensure that you check the information below and ensure that the contact details for the location are up to date. As a minimum the Care Home Manager name, phone number, location email address and where allocated the NHS.net email address should be entered. NB: This information is essential for those wishing to discuss a vacancy with you and should be an address that is monitored frequently in relation to referrals and admissions to your location.'
- A box pointing to the pencil and bin icons: 'To edit the contact details click on the pencil. To delete a contact click on the bin.'
- A box pointing to the 'Role' dropdown: 'Click here and a drop-down box of suggested contacts will appear. When updating Manager Details please select Manager from the 'Role' drop down list rather than typing in Registered Manager. This information will appear in the search results and is also used to send key communications to your care home and update reminder prompts.'
- A box pointing to the 'Add' button: '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**

**Extended Room Detail**

Ensuite Facilities: **No** **Yes** Shared Bathroom Shared Toilet/Sink

Equipment: **None** **Bariatric Equipment** Hoist

**Accessibility**

- Whole site: Stairs, Lifts, Level access [Edit](#) | [Delete](#)
- : Stairs, Lifts [Edit](#) | [Delete](#)
- : Stairs, Lifts, Wheelchair [Edit](#) | [Delete](#)
- : Lifts, Wheelchair [Edit](#) | [Delete](#)
- : Stairs, Wheelchair [Edit](#) | [Delete](#)
- : None [Edit](#) | [Delete](#)

[+ Define New Area](#)

Click on the ensuite facilities and equipment that are applicable for the location. Green means the service is selected and **will appear in the Search results**. To de-select click on the box again and it will turn dark grey. This means the facilities/equipment are not offered.

Click here to define a New Area

## Accessibility

**Define Room Area**

Name:

Access: **Stairs** Lifts Wheelchair Level Access

Save area Cancel

Various selections are available e.g., stairs/lifts/wheelchair/Level Access that can be applied to specific areas of the location via the Define Room Area

When you have finished Remember to select **'Save area'**.

## 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.

**Linked GP Practices**

Linked Organisation	Type
No practices linked to this location	

[+Add Link...](#)

Click add Link

Practice Name... ✓ Add ✕ Cancel

Click in the Practice Name and a drop-down box will appear. Begin to type in the name of the Practice you wish to add and select from the list. When you have finished click

✓ Add

### Misc. Details

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. NB: The CQC Regulated Activities / Specialism and CQC Service are also imported directly from the CQC/

Misc. Details	
CQC Report URL	<input type="text" value="https://url.com"/>
Public URL	<input type="text" value="www.canberry."/>
<input type="checkbox"/> Send automated capacity reminder emails	<small>Send reminder emails if capacity not updated in the last 7 days</small>
<input checked="" type="checkbox"/> Active	
<input type="checkbox"/> Dormant	
<input type="checkbox"/> Costs optional	

**CQC Regulated Activities / Specialisms**

- Adults over 65 yrs
- Adults under 65 yrs
- Dementia
- Learning Disability / Autism
- Mental Health
- Physical Disability
- Sensory Impairment

---

**CQC Services**

- Residential homes

### Classification and Funding

- Review the information that is pre-populated as this is imported from the CQC register. **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.
- Care Type, defaults to your care home providing both residential and nursing care. To change either 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

Care Type Residential Nursing

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

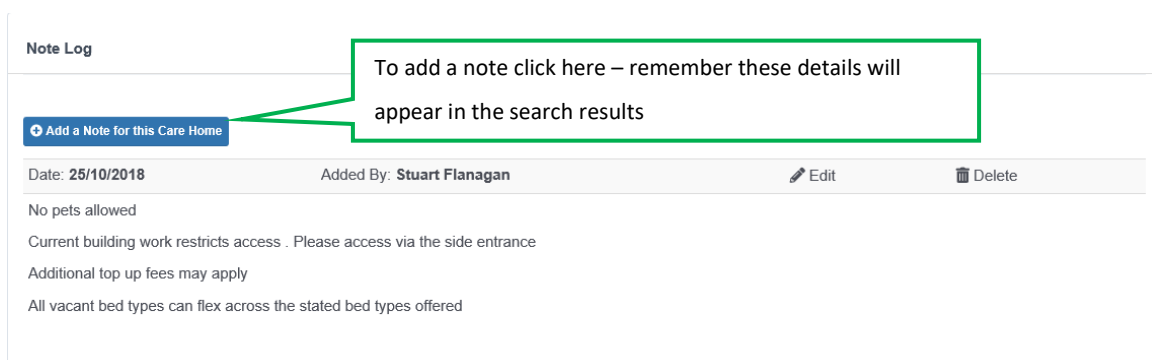
Funding Sources Accepted CCG Local Authority Private PHB

## 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 not to add any notes.

Here is an example 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.

e.g., 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**.

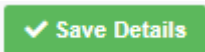


The screenshot shows a 'Note Log' section. At the top left, there is a blue button with a plus icon and the text 'Add a Note for this Care Home'. A green callout box with a pointer to this button contains the text: 'To add a note click here – remember these details will appear in the search results'. Below the button, the note content is displayed: 'Date: 25/10/2018', 'Added By: Stuart Flanagan', 'No pets allowed', 'Current building work restricts access . Please access via the side entrance', 'Additional top up fees may apply', and 'All vacant bed types can flex across the stated bed types offered'. To the right of the note, there are 'Edit' and 'Delete' icons.

## 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.

## Services

As a Care Home you will be asked to define the Services that you offer before setting up your costs, maximum capacity and vacancy details in the system.

- Select **'Edit Services'** and you will be taken to the screen below.
- Ensure you have selected your Long-Term Vacancy types before reviewing Short Stay Services. When selected these will turn green to confirm your selection. If your location **only** delivers Short Stay services, please ensure the Transitional is selected from the Long-Term Vacancy type first.
- Short Stay Services – You can indicate that you are willing to accept a Short Stay placement for any of your vacancies. You can do this by selecting one or more from the 'short stay services' list. In selecting these services, you are indicating that you are willing to consider a placement to fill any of your declared long-term vacancies. Your short-term service offer will appear in the 'Find Care Homes' section when a Health and Social Care Professional is searching for a short-term placement. If you do not wish to offer this service, please select 'Short stay services not provided'.
- The language name field gives you the option to promote whether your staff speak a language in addition to English. To add additional languages, simply type the language required.

**Edit Services** at Cranberry Care Home

Provider details | **Services** | Costs, Vacancies & Business Continuity (Daily) | ICF2/ASC fund (Weekly) | ICF2/ASC Fund (Monthly) | Contracts | Surveys | Care quality

Specify vacancy types and languages offered before setting costs and capacity.

**Short Stay Services**

- Discharge to Assess
- Intermediate Care
- Reablement Support
- Rehabilitation
- Respite Care
- Short stay services not provided

**Long Term Vacancy Types (Required)**

- Community Care
- Dementia Nursing
- Dementia Residential
- General Nursing
- General Residential
- Learning Disability Nursing
- Learning Disability Residential
- Mental Health Nursing
- Mental Health Residential
- Transitional
- YPD - Young Physically Disabled

**Languages**

- British Sign Language
- English
- French
- German
- Polish
- Spanish

**Add New Language**

Language Name

In selecting a short stay service, you are saying that you are willing to consider any placement for any of your declared long-term vacancies.

Start typing any specific languages you offer. These are displayed in the 'Search Results'.

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

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

## Costs, Vacancies & Business Continuity (Daily)

You are asked to update this section of the Capacity Tracker on a **daily basis**.

Click on the Costs, Vacancies & Business Continuity (Daily) Section.

**Costs, Vacancies & Business Continuity (Daily)** at Cranberry Care Home  
 Provider details | Services: **Costs, Vacancies & Business Continuity (Daily)** | ICF2/ASC fund (Weekly) | ICF2/ASC Fund (Monthly) | Contracts | Surveys | Care quality

Notice the handy 'Jump to' option, which allows you to move quickly to each separate section of the page:

**Jump To**

1. Costs and Vacancies
2. Current Status
3. Workforce
4. COVID-19 Recovery / Testing
5. Vaccinations
6. Availability of PPE

The Last Updated information automatically populates with the date, time and name of the user who has updated the Costs and Vacancies element of the page. There is a separate date stamp for the Business Continuity section within the Current Status section.

### Costs and Vacancies

**Costs and Vacancies** Last Updated: 22 Nov 2021 15:45 by

Vacancy Type	a) Weekly Price from	b) Maximum Capacity	c) Vacancies	d) Open/Closed	e) Flexible?
Dementia Nursing	€ 650	10	0	Open	No
Dementia Residential	€ 750	31	0	Open	Flexible
General Nursing	€ 600	10	0	Closed	No
General Residential	€ 675	6	0	Open	Flexible

Short Stay Cost: € 500

f) Total Entered Capacity: 57

g) CQC Registered Bed Capacity: 60

h) Admission Status: Partially Closed

i) Total number of Residents today: 35

Accepting Out of Hours Admissions:  Yes  No

The **Total number of Residents** cannot exceed the **Total entered Capacity**

Click Yes/No to indicate if you Accept Out of Hours Admissions.

#### **a) Weekly Price from**

The 'Vacancy Type' appears based on the services selected within the 'Services' section. Each 'Vacancy Type' offered by a provider must have an indicative 'Price per Week' assigned. This is an indicative price only as the final price may depend on individual requirements and circumstances.

If you select one or more Short Stay Services then an indicative price for that service(s) must be input.

**Please Note: If you do not complete the cost, maximum capacity or vacancy fields the page will not save successfully – an error message will appear as they are mandatory fields. Costs should be above £100 or the system will return an error message.**

#### **b) Maximum Capacity**

Enter the 'Maximum Capacity' in the boxes provided for each vacancy type. These represent the services you have chosen on the 'Service's section.

This is the TOTAL number if the Care Home's full capacity is available (i.e., your care home is completely empty).

#### **c) Vacancies**

Enter the number of vacancies you have for each Vacancy type in the boxes provided.

**NB: If you have vacancies within the closed vacancy types, do not amend these 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/occupancies lost when your location is closed or partially closed to admissions.**

#### **d) Open/Closed**

The Open/Closed toggle for each of the Vacancy types you offer is defaulted to Open. Clicking on the Open will change the status to closed. Green indicates that vacancies for this bed type are open and blue indicates they are closed. See above important note about closed vacancies.

#### **e) Flexible**

If you are able to flex your vacancies across different vacancy types click on the toggle to indicate your vacancies are flexible – Blue indicates they are flexible and black indicates not flexible.

E.g., you only have ONE available general residential vacancy and it could be used for any of the vacancy types that you offer e.g., general nursing, dementia nursing or dementia residential.

Flexible vacancies are captured in the search function.

#### f) Total Entered Capacity

The system calculates the Maximum Capacity entered in column b (see screenshot above) and populates the Total Entered Capacity. NB the **Total number of Residents (j) cannot exceed the Total Entered Capacity (f)**.

#### g) CQC Registered Bed Capacity

The CQC data feed automatically populates this field with the number of Beds the Care Home has registered with the CQC.

**Note:** The TOTAL Capacity Entered (f) may exceed the capacity registered with the CQC (g).

If this occurs, when saving the page, the following message will appear on the screen asking for confirmation and you should select the appropriate answer. If your answer is No, you will need to check the numbers input into the Maximum Capacity fields (b) for each Vacancy Type.

**Confirm Capacity**

Our records show that this location has a capacity of **60** registered with the CQC, but you've entered **0** vacancies and a maximum capacity of **62**. Is this correct?

#### h) Admission Status

The admission status populates automatically based on the selections you have chosen in the Open/Closed column (d). Please see status descriptors below:

- **Open** – All vacancy types are open
- **Partially Closed** – Combination of closed and open vacancy types
- **Closed** – All vacancy types are open

#### i) Total Number of Residents Today

Enter the total of number of residents that you have today. This field is very important as it links to other data fields on the page (e.g., it is used in the Vaccination data capture section).

**NB:** If the 'Total number of Residents today' **exceeds** 'The Total Entered Capacity', once you click 'Save Details' at the bottom of the page an error message will appear at the top of the page and you will need to amend your data.

Unable to save changes due to the errors on the page. Please correct the fields highlighted to allow your information to be saved.

- Total resident count (64) cannot exceed declared capacity (62)

## Current Status

Select the appropriate status for your location today

- **Green** indicates operating at minimal/no risks identified today
- **Amber** operating risks being managed with some risk to deterioration in the coming days
- **Red** Business Continuity in place and /or at significant risk of being able to accept further admissions in the coming days

Note: The Last Updated information is automatically populated with the date and time it was last saved.

This CQC designation section is only visible to be populated by those Care Homes that are classified as CQC Designated Settings.

The screenshot displays two main sections. The 'Current Status' section on the left shows 'Overall Status' with three buttons: 'Green' (highlighted in green), 'Amber' (with a yellow warning icon), and 'Red' (with a red stop icon). Above these buttons, it says 'Last Updated: 01 Mar 2021 by'. The 'CQC Designation' section on the right shows 'Designated Setting' as 'Approved' with a green checkmark icon. Below this, there are two input fields: 'Total number of designated beds' and 'Total number of designated vacancies', both containing the number '0'. A blue arrow points from the explanatory text above to the CQC Designation section.

## CQC Designated Settings (only)

This section will appear only for those locations who have been assessed, and confirmed suitable, by CQC as a Designated Setting. Enter the total number of designated beds and the total number of designated vacancies into the boxes provided on daily basis.



## Workforce

The workforce section captures information about Directly Employed Staff and Agency/Bank Staff. It is important that this information is kept up to date as the total numbers are used to link in with other data on the page e.g., Vaccination data.

The workforce section is split into 3 different types of staff:

- Registered Nurses – Nurses registered with the Nursing and Midwifery Council
- Care Providing Staff – Staff providing care to patients (other than Registered Nurses)
- Non-Care providing staff – Other staff providing administrative, facilities, etc. support.

**Hover text** is available next to each one, which gives a description.

### Enter the Actual Headcount for each column

#### Directly Employed Staff

- Total Number employed
- Number Absent today COVID-Related - Self Isolating, Covid Suspected or Confirmed
- Number absent today due to sickness - Not COVID Related

#### Agency/Bank

- Total number employed

### Workforce

**Tip:** Hold your mouse over the **Row** headings where you will find helpful hover text

**Tip:** Hold your mouse over the **Column** headings to find helpful hover text

	Directly Employed Staff Actual Headcount			Agency/Bank Actual Headcount
	Total number employed	Number absent today COVID-Related	Number absent today Not COVID Related	Total number employed
Registered Nurses	<input type="text" value="5"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="2"/>
Care Providing Staff	<input type="text" value="45"/>	<input type="text" value="5"/>	<input type="text" value="10"/>	<input type="text" value="2"/>
Non-Care Providing Staff	<input type="text" value="5"/>	<input type="text" value="0"/>	<input type="text" value="1"/>	<input type="text" value="2"/>
Total	<input type="text" value="55"/>	<input type="text" value="5"/>	<input type="text" value="12"/>	<input type="text" value="6"/>

Workforce Status  Green  Amber  Red

The Totals fields populate automatically based on the information provided in the columns above. The Totals must correlate with the Flu and COVID vaccination sections.

### **Workforce Status**

- **Green** - Operating within agreed staffing ratios with minimal risk identified in coming days
- **Amber** - Operating within agreed staffing ratio however, significant escalation risk in coming days
- **Red** – Workforce levels ratios breached, business continuity in place

## COVID-19 Recovery / Testing

At the request of Public Health England (PHE), the following questions relate specifically to systematically identifying 'recovery from outbreaks of COVID-19 in care homes'.

There are 2 sections both relating to **Residents** - COVID-19 Monitoring, and Discharge Testing from NHS Trusts

### Discharge Testing from NHS Trusts

**Residents**

**Discharge Testing from NHS TRUSTS**

Today or since you last updated, have any residents been admitted from a NHS Trust hospital to your location? (following an inpatient stay)

Yes  No

**Discharge Testing from NHS TRUSTS**

Today or since you last updated, have any residents been admitted from a NHS Trust hospital to your location? (following an inpatient stay)

Yes  No

of those admitted, how many tested COVID POSITIVE

of those admitted with COVID19, how many have received a positive test less than 15 days ago

of those Residents admitted with a COVID19 positive result less than 15 days ago, select which Trusts have discharged within this criteria

Airedale NHS Foundation Trust

of those admitted, how many tested COVID NEGATIVE

of those admitted, how many are AWAITING RESULTS

Where known AWAITING RESULTS is selected, select the Trust(s) where the Residents have been discharged from to your location (Select all those that apply)?

Aintree University Hospital NHS Foundation Trust

of those admitted, how many were known NOT to be TESTED

of those admitted and known NOT to be TESTED, how many were discharged OUTSIDE of the current discharge testing policy?

Of those known NOT to be TESTED, please select those NHS Trust(s) that have ONLY discharged OUTSIDE of the current discharge testing policy?

Aintree University Hospital NHS Foundation Trust

of those admitted, how many have an UNKNOWN test status

Where known UNKNOWN is selected, select the Trust(s) where the Residents have been discharged from to your location (Select all those that apply)?

Select options

**Total number admitted** 4

**Government Policy**

Please note that Government policy requires that no care home accepts a patient being discharged from hospital without having been tested for COVID-19.

I accept this is contrary to Government policy.

Please note that all discharges that have taken place without having been tested for COVID-19 within the current government guidance will be followed up by Regional and National teams monitoring hospital discharges.

Why was policy breached?

If you have received any admissions from a NHS Trust (today or since you last updated the Capacity Tracker please select YES)

When data is added to the 'of those admitted, how many tested COVID POSITIVE' box, a further box will appear, enter the total residents admitted with COVID19+ from NHS Trust(s) who have received their positive test less than 15 days ago. If any number is entered in this box, then select the NHS trust they were received from and add the reason to the Pink Government Policy free text box at the bottom of this section.

Similarly, if you have accepted any admission(s) where you are Awaiting Results, you need to select the appropriate NHS Trust(s)/Hospital(s) from the drop down list

When data is added to the 'of those admitted, how many were known NOT to be TESTED, a further input box will appear, enter ONLY those who have been admitted OUTSIDE the current discharge testing policy. I.e. DO NOT include those who have been discharged within the current 90-day testing policy. If any number is entered in this box, please select the NHS Trust(s)/Hospital(s) they have been discharged from and include the reason in the Pink Government Policy free text.

Similarly, if you have accepted any admission with an UNKNOWN status, you need to select the appropriate NHS Trust(s)/Hospital(s) from the drop down list

The Total number admitted automatically populates based on the information provided above

Please enter the reason why admissions were accepted; that fall outside the current discharge testing guidelines

## COVID-19 Monitoring

**NB:** any resident admitted to the home from hospital who is Covid positive, needs to be included in the

- Overall number of residents
- in the field admitted from outside of the Care Home

COVID-19 Monitoring	
Overall number of residents with COVID19 (suspected or confirmed) currently in the care home	2
Number of residents NEWLY SUSPECTED with COVID-19 <small>Today or since the last update</small>	1
Number of residents NEWLY CONFIRMED with COVID-19 <small>Today or since the last update</small>	1
Number of these residents that were admitted from outside the care home <small>Today or since the last update</small>	0
Total COVID-19 Residents originating in the care home <small>Today</small>	2
Days since last suspected/confirmed COVID-19 infection (residents/staff)	11

Enter the Total number of residents that have COVID19 (confirmed or suspected). This should equate to the overall number of the COVID19 cases being dealt within the setting

Enter the number of cases of suspected COVID19 newly identified amongst residents **today**

Enter the number of cases of confirmed COVID19 amongst residents that have received a laboratory confirmed diagnosis of COVID19 **today**

Enter the number of newly arrived residents today with laboratory confirmed COVID19 transferred into the care home from a hospital or the community or another Care Home - **(Note that these automatically get excluded from the outbreak calculation)**

This number is auto populated based on the information provided

This number is auto populated based on the number of days since last suspected/confirmed COVID-19 infection for both residents/staff

## Staff

The COVID-19 Recovery Staff has 2 fields that require updating:

- a) Number of Staff NEWLY SUSPECTED with COVID19 *Today or since the last update*
- b) Number of Staff NEWLY CONFIRMED with COVID19 *Today or since the last update*

Staff	
Number of staff NEWLY SUSPECTED with COVID-19 <small>(Today or since the last update)</small>	0
Number of staff NEWLY CONFIRMED with COVID-19 <small>(Today or since the last update)</small>	0
Total COVID-19 Staff <small>Today</small>	0

The information you enter here provides daily updates to Public Health England 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 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.

Total COVID-19 Staff (Today) field is populated automatically from the data input into the above 2 fields.

**Important information** relating to COVID-19 Outbreaks

**IMPORTANT NOTE:** All the data in the Residents Discharge Testing field and the Covid 19 Monitoring fields revert to 0 every night at 12 midnight, **with the exception of the Overall number of residents with COVID19**. The data remains in this field and you should adjust this figure when residents are no longer considered to be infectious so that the system accurately reflects the status of your location.

The staff data reverts to 0 at midnight every evening.

## COVID and Flu Vaccinations

The first, second and booster Covid Vaccination Data is divided into Residents, Directly Employed Staff and Agency/Bank. Care Homes are also asked to answer the following questions shown below relating to:

- Staff/ & Agency: Number of staff SELF-CERTIFYING as medically exempt
- Staff & Agency: Number of staff in receipt of NHS COVID PASS MEDICAL exemption
- Staff & Agency: Number of staff self-certifying as being fully VACCINATED ABROAD

### **IMPORTANT NOTE: For care home staff/agency vaccinated abroad**

COVID vaccination Information for Care Home Staff/Agency should now only be entered for those that have received a full COVID vaccination course e.g., Janssen vaccination just 1 dose = full vaccination course, Pfizer vaccination 2 Doses = full vaccination course etc.

Those Care Home Staff/Agency vaccinated abroad, who were previously recorded in Capacity Tracker within COVID First and Second Dose information should now be removed from these figures and either captured as point 1 below or excluded as point 2 and referred onwards for further advice.

1. Received a full COVID vaccination course should be recorded in the new question field Number of staff self-certifying as being fully VACCINATED ABROAD.
2. Not received a full COVID vaccination course should not be included in Capacity Tracker COVID vaccination figures. Staff are asked to contact DHSC for further advice via [capacitytracker-guidance@dhsc.gov.uk](mailto:capacitytracker-guidance@dhsc.gov.uk)

**COVID Vaccinations** [COVID Vaccination Exemption Guidance](#)

Link to DHSC for temporary medical exemptions for Covid 19 Vaccination for people working or deployed in Care

Number of staff SELF-CERTIFYING as medically exempt	<input type="text" value="2"/>	<input type="text" value="2"/>	
	Directly Employed Staff	Agency/Bank	
Number of staff in receipt of NHS COVID PASS MEDICAL exemption	<input type="text" value="5"/>	<input type="text" value="6"/>	
	Directly Employed Staff	Agency/Bank	
Number known to have had the FIRST DOSE of the COVID Vaccination in the UK	<input type="text" value="52"/>	<input type="text" value="30"/>	<input type="text" value="10"/>
	Residents	Directly Employed Staff	Agency/Bank
Number known to have had the SECOND DOSE of the COVID Vaccination in the UK	<input type="text" value="52"/>	<input type="text" value="28"/>	<input type="text" value="10"/>
	Residents	Directly Employed Staff	Agency/Bank
Number of staff self-certifying as being fully VACCINATED ABROAD. (Those who are partially vaccinated must not be recorded and guidance must be sought by emailing <a href="mailto:capacitytracker-guidance@dhsc.gov.uk">capacitytracker-guidance@dhsc.gov.uk</a> )		<input type="text" value="6"/>	<input type="text" value="1"/>
		Directly Employed Staff	Agency/Bank
Number known to have had the COVID vaccination BOOSTER in the UK	<input type="text" value="1"/>	<input type="text" value="5"/>	<input type="text" value="0"/>
	Residents	Directly Employed Staff	Agency/Bank

See Table below for further guidance on how to update the questions in this section

Question	Residents - Hover Text	Directly Employed Staff - Hover Text	Agency Bank - Hover Text
Number of staff SELF-CERTIFYING as medically exempt	N/A	Number entered cannot exceed the TOTAL number of Directly Employed Staff entered in the Workforce Section MINUS those in receipt of the NHS COVID PASS medical exemption ( <b><i>please note, staff will not be able to Self-certify beyond 24/12 in line with current guidance</i></b> )	Number entered cannot exceed the TOTAL number of Agency/Bank Staff entered in the Workforce Section MINUS those in receipt of the NHS COVID PASS medical exemption ( <b><i>please note, Agency/Bank staff will not be able to Self-certify beyond 24/12 in line with current guidance</i></b> )
Number of staff in receipt of NHS COVID PASS MEDICAL exemption	N/A	Number entered cannot exceed the TOTAL number of Directly Employed Staff entered in the Workforce Section MINUS those SELF-CERTIFYING as medically exempt	Number entered cannot exceed the TOTAL number of Agency/Bank Staff entered in the Workforce Section MINUS those SELF-CERTIFYING as medically exempt
Number known to have had the FIRST DOSE of the Covid Vaccination in the UK	Number entered cannot exceed the Total Number of Residents in the location today	Number entered cannot exceed the TOTAL number of Directly Employed Staff entered in the Workforce Section MINUS those who are SELF-CERTIFYING as medically exempt AND any Staff in receipt of the NHS COVID PASS medical exemption, <b><i>e.g., if the setting has 100 directly employed staff and 25 are either self-certifying as medically exempt and/or in receipt of NHS COVID PASS medical exemption the maximum number that can be entered is 75</i></b>	Number entered cannot exceed the TOTAL number of Agency/Bank staff entered in the Workforce Section MINUS those who are SELF-CERTIFYING as medically exempt AND any Staff in receipt of the NHS COVID PASS medical exemption <b><i>e.g., if the setting has 10 Agency/Bank staff and 5 are either self-certifying as medically exempt and/or in receipt of NHS COVID PASS medical exemption the maximum number that can be entered is 5</i></b>
Number known to have had the SECOND DOSE of the Covid Vaccination in the UK	Number entered cannot exceed the number of residents who have received the FIRST DOSE of the Covid Vaccination	Number entered cannot exceed the number of Directly Employed staff who have received the FIRST DOSE of the Covid Vaccination	Number entered cannot exceed the number of Agency/Bank staff who have received the FIRST DOSE of the Covid Vaccination
Number of staff self-certifying as being <b>fully</b> VACCINATED ABROAD <i>(Those who are partially vaccinated must not be recorded and guidance must be sought by emailing <a href="mailto:capacitytracker-guidance@dhsc.gov.uk">capacitytracker-guidance@dhsc.gov.uk</a>)</i>		Number entered cannot exceed the number of Directly Employed staff MINUS Medically exempt and those who have received the FIRST DOSE of the Covid Vaccination.	Number entered cannot exceed the number of Agency/Bank staff MINUS Medically exempt and those who have received the FIRST DOSE of the Covid Vaccination.
Number known to have had the COVID vaccination BOOSTER in the UK	Number entered cannot exceed the number of residents who have received the SECOND DOSE of the Covid Vaccination	Number entered cannot exceed the number of Directly Employed staff who have received the SECOND DOSE of the Covid Vaccination in the UK	Number entered cannot exceed the number of Agency/Bank staff who have received the SECOND DOSE of the Covid Vaccination in the UK



## Flu Vaccinations

### Flu Vaccination

Number known to have had this season's Flu vaccination

<input type="text" value="10"/> Residents	<input type="text" value="40"/> Directly Employed Staff	<input type="text" value="10"/> Agency/Bank
--	--	--

Hover over the numbers, text will be displayed to give more detail

NB: If zero is entered into all Flu Vaccination fields you will receive the message below. If this is correct check the box to confirm that staff and residents have not yet received the Flu vaccination.

Number known to have had this season's Flu vaccination

<input type="text" value="0"/> Residents	<input type="text" value="0"/> Directly Employed Staff	<input type="text" value="0"/> Agency/Bank
---	---	---

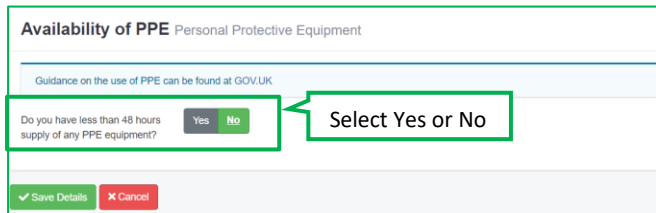
---

**Warning: Flu Information**  
You have not entered any Flu information. If this is accurate, please check the box below to confirm, or update the flu information above.

I confirm that staff and residents have not yet received flu vaccinations.

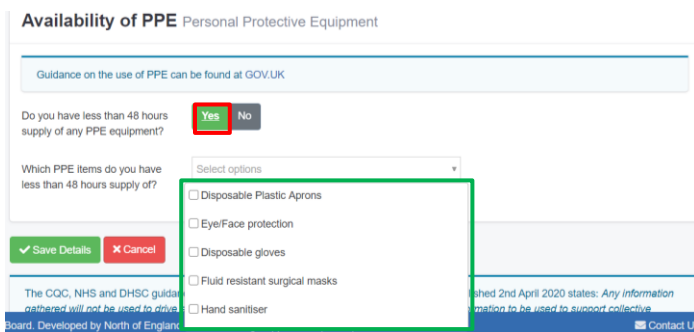
## Availability of PPE (Personal Protective Equipment)

Providers are asked: “Do you have less than 48 hours supply of any PPE equipment?” Select **Yes** or **No**.



The screenshot shows the 'Availability of PPE' form. At the top, it says 'Availability of PPE Personal Protective Equipment'. Below that, a link indicates 'Guidance on the use of PPE can be found at GOV.UK'. The main question is 'Do you have less than 48 hours supply of any PPE equipment?' with 'Yes' and 'No' buttons. A callout box points to these buttons with the text 'Select Yes or No'. At the bottom, there are 'Save Details' and 'Cancel' buttons.

Where **Yes** is selected, a drop-down list will then appear. Check the box for each PPE item that have less than 48 hours supply.



This screenshot shows the form after the 'Yes' button has been selected. The 'Yes' button is highlighted with a red border. Below the question, a dropdown menu is open, showing a list of PPE items with checkboxes: 'Disposable Plastic Aprons', 'Eye/Face protection', 'Disposable gloves', 'Fluid resistant surgical masks', and 'Hand sanitiser'. The 'Save Details' and 'Cancel' buttons are still visible at the bottom.

It is important that this is kept updated so that local, regional and national teams are aware of any issues and can respond with support.

## Saving your data

When you have finished please pay attention the following notice –

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.*

To update your information, you should click the green 'Save Details'.

✓ Save Page

A checkbox will appear asking for confirmation that the information has been reviewed and reflects the current known position at the location. This checkbox will need to be checked before the page can be saved.

If your data is correct once you have clicked 'Save Details' and scrolled to the top of the page following green pop-up message will appear.



### Confirmation Request

By clicking the Confirm button below you are confirming that the information provided on this page has been reviewed and reflects the current position at this location.

This includes the Covid vaccination exemptions, vaccinated abroad and booster dose information provided for staff and residents.

If not, please select cancel, review and update the information before proceeding.

Confirm

Cancel

Read the message and click **Confirm**. **Note:** You will need to select **Save Page** again in order to save your details

or if you have more than one location to update select 'Save Page, Go to Next Location'

✓ Save Page

✓ Save Page, Go To Next Location

✗ Cancel

### Confirmation Request

By clicking the Confirm button below you are confirming that the information provided on this page has been reviewed and reflects the current position at this location.

This includes the Covid vaccination exemptions, vaccinated abroad and booster dose information provided for staff and residents.

If not, please select cancel, review and update the information before proceeding.

Confirm

Cancel

Read the message and click **Confirm**. **Note:** You will need to select **Save Page** again in order to save your details

If your data is correct and you have selected Save Page, go to the next section, the system will date stamp the location and take you to the next location.

If there are any errors on the page, you will receive an error message similar to the examples below. Before leaving the page, you must correct the data and select 'Save Details'.

Unable to save changes due to the errors on the page. Please correct the fields highlighted to allow your information to be saved.

- Total residents admitted that tested COVID POSITIVE must be less than or equal to residents admitted from outside care home (last 24hr)
- Total residents admitted that tested COVID POSITIVE - less than 15 days must be less than or equal to residents admitted from outside care home (last 24hr)
- If residents outside of 15-90 day test protocol have been admitted, Policy Breach Acceptance must be ticked
- If residents outside of 15-90 day test protocol have been admitted, Policy Breach Reason must be specified
- Trust admissions POSITIVE (2) must be less than or equal to total COVID residents (0))

The last Updated information automatically populates with the date, time and name of the user who has updated the Costs and Vacancies element of the page.

**Costs, Vacancies & Business Continuity (Daily)** at Cranberry Care Home

Provider details | Services | **Costs, Vacancies & Business Continuity (Daily)** | ICF2/ASC fund (Weekly) | ICF2/ASC Fund (Monthly) | Contracts | Surveys | Care quality

Jump To: Costs and Vacancies

Last Updated: 11 Mar 2021 11:44 by cranberry@necsu.info

There is a separate date stamp for the Business Continuity section within the Current Status section

**Costs, Vacancies & Business Continuity (Daily)** at Cranberry Care Home

Provider details | Services | **Costs, Vacancies & Business Continuity (Daily)** | IPC Funding (Weekly) | IPC Funding (Monthly) | Contracts | Surveys | Care quality

Jump To: Costs and Vacancies

Last Updated: 25 May 2021 13:43 by cranberry@necsu.info

**Current Status** Last Updated: 25 May 2021 by cranberry@necsu.info

Overall Status: **Green** Amber Amber Red

Both dates should match to ensure the page has been completed and saved correctly

### Bulk Update

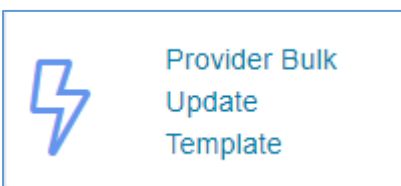
A Bulk Upload Template is available for providers with large numbers of locations to update.

Larger Providers with dual or multiple registrations have the option to update their information via the Provider Bulk Update Template tile shown below and found on the Main Menu screen.

**Following any system upgrades, those using this functionality must download a new template, and then populate to ensure a successful upload.**

Further information and guidance can be found here

<https://captrack1aproduksapp.blob.core.windows.net/uploads/542126ef-a80a-45c4-9068-9f3a56b614ea/20211109finalbulkupload.pdf>



## IPC Funding (Weekly/Monthly)

This section is part of the Adult Social Care Infection Control Grant. There are two sets of questions. The majority of questions form part of the **weekly** submission, with a number requiring an update on a **monthly** basis.

The questions specifically focus on the situation in Care Homes and aim to improve understanding of delivery against the actions set out in the Adult Social Care Winter Plan and the conditions of the extended Infection Control Fund.

### IPC Funding (Weekly Submission)

To access the Weekly Submission, click on 'Weekly'.

Care Home	Services	Costs, Vacancies and Business Continuity	IPC Funding	Contracts	Surveys	Care Quality
Cranberry Care Home (OX3 2RX)Edit	Services offered	Costs, Vacancies and Business Continuity	Weekly / Monthly	Contracts	None	Care Quality

Select weekly to complete the weekly questions

The following messages will display depending on when you last updated

**ICF2 / IPC Funding** Weekly submission for Cranberry Care Home

Provider Details Services Costs, Vacancies & Business Continuity (Daily) **IPC Funding (Weekly)** IPC Funding (Monthly) Contracts Surveys Care quality

Support to Providers Questions to Inform Local Planning Response

Last Updated: 31 Aug 2021 18:37 by cranberry@necsu.info

! This section has not been updated for over a week

As part of the Adult Social Care Infection Control Grant we are asking all Care Home providers including Residential drug and alcohol settings to complete the revised questions set out below. The new questions are intended to improve our understanding of delivery against the actions set out in the Adult Social Care Winter Plan and the conditions of the extended Infection Control Fund Grant.

Guidance has been provided to help clarify the interpretation in the Help Menu What's new section. If you require further support please direct your enquiries to [capacitytracker-guidance@dhsc.gov.uk](mailto:capacitytracker-guidance@dhsc.gov.uk)

The rationale for completing the questions along with access via links to additional information and support can be found here.

When saved successfully, the date and time is stamped here along with the name of user who has updated last.

If you have not updated for over a week you will see the following message in red showing you have not updated within the requested time frame. You are asked to answer all questions to successfully complete your submission.

! This section has not been updated for over a week

The Weekly questions are split into 5 sections.

1. Infection prevention and Control Measures
2. Visiting
3. Staff Testing
4. Visitor Testing
5. Resources and Training

### 1. Infection Prevention and Control Measures

**Infection Prevention and Control Measures**

Are you able to create isolation beds, either through single occupancy rooms or cohorted areas?  
Last Modified: 18/02/2021

In the last 7 days, are you able to confirm that any staff working at your location, are not also working in another health or social care setting over the same period?  
Last Modified: 18/08/2021

In the last 7 days, have all directly employed staff self-isolating due to COVID-19 (in line with government guidance) been paid normal wages?  
Last Modified: 10/12/2020

In the last 7 days, have you been operating measures to limit the use of public transport by members of staff and stop car or taxi sharing?  
Last Modified: 28/01/2021

In the last 7 days, how many directly employed staff have chosen to stay separately from their families in order to limit social interaction outside work?  
Last Modified: 10/12/2020

Of those staff, how many are you providing accommodation for (either within the location, or in another facility, such as a hotel)?  
Last Modified: 10/12/2020

**Green indicates the answer you have selected**

**Note the 'Last Modified dates' below each question. These dates will only update if you change the Answer**

**Where the answer is 'none' insert zero**

**The answer in this field cannot be greater than the number populated in the field above.**

## 2. Visiting

Care Home Providers are asked to select "YES/No/Only in exceptional circumstances" to the visiting question:

**"In the last 7 days, have your residents been able to take part in visits in and/or out of your care home?"**

In the last 7 days, have your residents been able to take part in visits in and/or out of your care home in line with government guidance?

If 'No' is selected, you are required to provide further details by selecting one or more responses from the drop down next to the question: **"What burdens/barriers are you currently facing when supporting / trying to support visits as per government guidance?"**

What burdens/barriers are you currently facing when supporting / trying to support visits as per the government guidance?

**Visiting**

In the last 7 days, have your residents been able to take part in visits in and/or out of your care home in line with government guidance?  
Last Modified: 19/07/2021

What burdens/barriers are you currently facing when supporting / trying to support visits as per the government guidance?  
Last Modified: 19/07/2021 16:02

Yes  
**No**  
Only in exceptional circumstances

Select options

- Funding
- Insufficient staff capacity
- Cleaning burden
- Admin burden
- Inadequate supply of test kits

If answering No or only in exceptional circumstances, you will need to select the option(s) that apply regarding burdens/barriers to visiting. NB: if you select one or more options and include the option "we do no currently face any burdens/barriers" an error message will occur as these are conflicting answers

Unable to save changes due to the errors on the page. Please correct the fields below to allow your information to be saved.

- If there are no visiting issues, multiple options cannot be selected

If 'Yes' is selected or 'Only in exceptional circumstances' additional questions will appear that you are asked to complete.

## Visiting

In the last 7 days, have your residents been able to take part in visits in and/or out of your care home in line with government guidance?  
Last Modified: 19/07/2021

What visiting options have you supported?

Essential Care Giver Visits  
Last Modified: 19/07/2021 20:24

Named Visitors  
Last Modified: 16/09/2021 15:40

Other Visits on the Care Home premises (inc. screens/pods/grounds/garden)  
Last Modified: 16/09/2021 15:40

Visits out - day visit (e.g. leisure, medical, work, education)  
Last Modified: 16/09/2021 15:40

In the last 7 days how many residents have you had self-isolating following a visit out during the day?  
Last Modified: 16/09/2021

Visits out - overnight visit  
Last Modified: 19/07/2021 20:24

In the last 7 days how many residents have you had self-isolating following a visit out overnight?  
Last Modified: Never

What burdens/barriers are you currently facing when supporting / trying to support visits as per the government guidance?  
Last Modified: 16/09/2021 14:40

Yes  
No  
Only in exceptional circumstances

Yes No

Yes No

Yes No

Yes No

Yes No

Yes No

Yes No

Funding

The additional questions relating to visiting only appear when YES is selected.

If yes is answered to the questions relating to visits out – day or overnight, you will be asked some further questions regarding self isolation following a visit. NB: you must enter the Number into each box.

If you are experiencing challenges/ barriers to enable visits, click on select options and check all the boxes that apply

- Funding
- Insufficient staff capacity
- Cleaning burden

## 3. Staff Testing

### Staff Testing

Of all the staff that worked in your care home in the last seven days, how many...

were tested as part of location testing during those seven days?  
Last Modified: 10/12/2020

12

were not tested as part of location testing during those seven days?  
Last Modified: 10/12/2020

2

were not eligible for regular testing as they had been diagnosed with COVID-19 in the last 90 days?  
Last Modified: 10/12/2020

1

Were those staff members paid their full wages (and associated costs) to be tested?  
Last Modified: 10/12/2020

Yes

No

Not applicable (all staff are tested during working hours so do not need to come in from a day off to be tested)



## 4. Visitor Testing

### Visitor Testing

Of named visitors and essential care givers, roughly what proportion of tests do you estimate are taken on-site? (as opposed to presenting proof of a test taken via other means such as self-test at home, or via an asymptomatic testing site (ATS))?

Last Modified: 15/06/2021

All/nearly all
<b>More than half</b>
Less than half
Very few/none

## 5. Resources and Training

### Resources and Training

Are you able to access medical equipment that you need for COVID19?

Last Modified: 19/07/2021

<b>Yes</b>
No
Not Currently Needed

Have all your staff received up to date Infection Prevention and Control Training?

Last Modified: 19/07/2021

<b>Yes</b>
No

Do you require Infection Prevention and Control training support from the mutual aid offer accessed via your Clinical Commissioning Group?

Last Modified: 10/12/2020

<b>Yes</b>
No
N/A

Have all your staff received...

COVID-19-specific IPC training?

Last Modified: 10/12/2020

<b>Yes</b>
No

Regular COVID-19 IPC updates in terms of health and safety at work?

Last Modified: 10/12/2020

<b>Yes</b>
No

You are asked to answer all of the questions by either selecting from the drop-down box or the Yes/No or N/A options available. When you have finished, it is essential that the 'Save Details' button is selected to confirm submission.



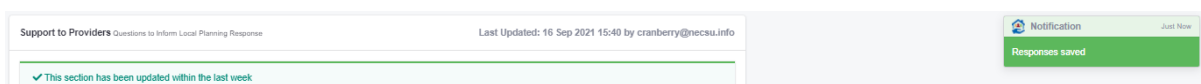
If there are any errors on the page, you will receive a message similar to the one below.

Unable to save changes due to the errors on the page. Please correct the fields below to allow your information to be saved.

- Are you able to create isolation beds, either through single occupancy rooms or cohorted areas? is required

Remember you will need to click 'Save Details' again once you have made the corrections.

When all of the data is complete the message 'Responses saved' will appear in the top right of the screen and the system will date stamp your submitted information.



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.

Please note the message at the bottom

## IPC Funding Monthly Submission

Click on the IPC Funding (Monthly) tab and you will notice that the questions cover Support to Providers.

Care Home	Services	Costs, Vacancies and Business Continuity	IPC Funding	Contracts	Surveys	Care Quality
Cranberry Care Home (OX3 2RX) <a href="#">Edit</a>	<a href="#">Services offered</a>	<a href="#">Costs, Vacancies and Business Continuity</a>	<a href="#">Weekly / Monthly</a>	<a href="#">Contracts</a>	<a href="#">None</a>	<a href="#">Care Quality</a>

Click on the IPC funding (Monthly) tab and you will notice that the questions cover support to Providers. The following messages will be displayed depending on when you last updated.

**ICF2 / IPC Funding** Weekly submission for Cranberry Care Home

Provider Details Services Costs, Vacancies & Business Continuity (Daily) IPC Funding (Weekly) **IPC Funding (Monthly)** Contracts

Support to Providers Questions to Inform Local Planning Response Last Updated: 07 Jul 2021 09:22 by

✓ This section has been updated within the last week

As part of the Adult Social Care Infection Control Grant we are asking all Care Home providers including Residential drug and alcohol settings to complete the revised questions set out below. The new questions are intended to improve our understanding of delivery against the actions set out in the Adult Social Care Winter Plan and the conditions of the extended Infection Control Fund Grant.

Guidance has been provided to help clarify the interpretation in the Help Menu What's new section. If you require further support please direct your enquiries to [capacitytracker-guidance@dhsc.gov.uk](mailto:capacitytracker-guidance@dhsc.gov.uk)

Select monthly to complete the weekly questions

When saved your action date stamps

Support to Providers Questions to Inform Local Planning Response Last Updated: 31 Aug 2021 18:37 by [cranberry@necsu.info](mailto:cranberry@necsu.info)

✓ This section has been updated within the last month

As part of the Adult Social Care Infection Control Grant we are asking all Care Home providers including Residential drug and alcohol settings to complete the revised questions set out below. The new questions are intended to improve our understanding of delivery against the actions set out in the Adult Social Care Winter Plan and the conditions of the extended Infection Control Fund Grant.

Guidance has been provided to help clarify the interpretation in the Help Menu What's new section. If you require further support please direct your enquiries to [capacitytracker-guidance@dhsc.gov.uk](mailto:capacitytracker-guidance@dhsc.gov.uk)

In the last month, if your care home used agency staff, what measures are in place to stop them moving between care settings for work? Last Modified: 19/07/2021 09:51

Do you know who your identified Clinical lead is? Last Modified: 04/05/2021

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? Last Modified: 04/05/2021

Select options

Yes No

Yes No N/A

Block Booking  
 Exclusivity Arrangements  
 Guaranteed Hours  
 Other

If you used agency staff in the last month what measures did you put in place to stop them moving between care home settings for work. From the drop down list please check all that apply.

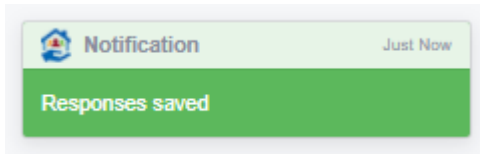
Note the 'Last Modified dates' below each question. These dates will only update if you make any changes.

You are asked to answer all of the questions by either selecting from the drop-down box or the Yes/No or N/A options available.

Remember you will need to click 'Save Details' again if you have made the corrections.



When all of the data is complete the message **'Responses saved'** will appear in the top right of the screen and the system will date stamp your submitted information.



Any enquires should be directed to the appropriate mailbox below:

[scfinance-enquiries@dhsc.gov.uk](mailto:scfinance-enquiries@dhsc.gov.uk) for all queries regarding interpretation of the questions.

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.

Pay attention to this message at the bottom of the screen

**NOTE:**

**For those providers with large number of locations to update, the IPC Funding questions are available to complete on the Bulk download/upload template.**

## Contracts

Care Homes are able to enter Contracts that they have in place with Local Authorities and CCGs. Where there is a contract already in place, this can help speed up the process of transferring a patient / client between organisations.

To record contract details, select the Edit Contracts link below the Menu Bar. The page lists all the Local Authorities and CCGs across England; grouped by geographical sub-region. Click on the relevant organisations to specify the ones that your care home has an existing contract with and they will turn green.

**Edit Contracts** for Cranberry Care Home

Provider Details Services Costs, Vacancies & Business Continuity (Daily) IPC Funding (Weekly) IPC Funding (Monthly) **Contracts** Surveys Care quality

Please select the organisations with which you have a valid contract.

**Local Authorities**

**North East**

- Darlington Borough Council
- Durham County Council**
- Gateshead Metropolitan Borough Council
- Hartlepool Borough Council
- Middlesbrough Council
- Newcastle-upon-Tyne City Council**
- North Tyneside Council
- Northumberland County Council
- Redcar and Cleveland Borough Council**
- South Tyneside Council
- Stockton-on-Tees Borough Council
- Sunderland City Council

**Yorkshire and The Humber**

**CCGs**

**North West**

- NHS Blackburn with Darwen CCG**
- NHS Blackpool CCG
- NHS Bolton CCG
- NHS Bury CCG**
- NHS Cheshire CCG
- NHS Chorley and South Ribble CCG**
- NHS East Lancashire CCG
- NHS Fylde and Wyre CCG
- NHS Greater Preston CCG
- NHS Halton CCG
- NHS Heywood, Middleton and Rochdale CCG
- NHS Knowsley CCG
- NHS Liverpool CCG
- NHS Manchester CCG
- NHS Morecambe Bay CCG

**London**

- NHS North Central London CCG
- NHS North East London CCG
- NHS North West London CCG
- NHS South East London CCG
- NHS South West London CCG

**South West**

- NHS Bath and North East Somerset, Swindon and Wiltshire CCG
- NHS Bristol, North Somerset and South Gloucestershire CCG
- NHS Devon CCG
- NHS Dorset CCG
- NHS Gloucestershire CCG

Remember to click the save button when complete.



By taking the above action, the system sends a notification to the CCG(s) and Local Authority(s) that have been selected. They are asked to validate this information and confirm that a contract is in place between the care home and their organisation.

Contracts are displayed in 'Find' Care Home Vacancies section of the Tracker.

Vacancies (Possible vacancies)  
Last updated: 07 Jul 2021 09:09  
CQC Rating: **Good**

Local Authorities: Durham County Council  
CCGs: No CCG contracts to show

Vacancies (Possible vacancies)  
Last updated: 07 Jul 2021 09:04  
CQC Rating: **Satisfactory**

Local Authorities: Durham County Council, Gateshead Borough Council (Discontinued), Newcastle-upon-Tyne City Council  
CCGs: NHS County Durham CCG, NHS Tees Valley CCG (Discontinued)

## Surveys

Surveys may be visible from time to time for completion.

If there are no Surveys to complete the Survey Tab will show 'None' with hover text explaining there are no surveys available for response.

Care Home	Services	Costs, Vacancies and Business Continuity	IPC Funding	Contracts	Surveys	Care Quality
Cranberry Care Home (OX3 2RX)Edit	Services offered	Costs, Vacancies and Business Continuity	Weekly / Monthly	Contracts	None	Care Quality

There are no surveys currently available for response

The Hover Text explains if there are no surveys currently available for response

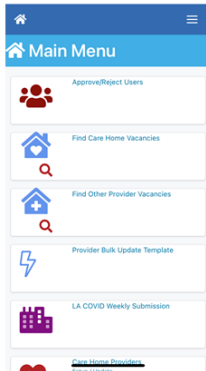
If there are any Surveys to complete, these will be communicated on the Home Page Message board and via What's New in the Resource Centre and the Title of the survey will display in the Surveys tab. Click on the Survey Name to open.

Care Home	Services	Costs, Vacancies and Business Continuity	IPC Funding	Contracts	Surveys
Cranberry Care Home (OX3 2RX)Edit	Services offered	Costs, Vacancies and Business Continuity	Weekly / Monthly	Contracts	<a href="#">DHSC Workforce Challenges September '21</a>

Click here to open the survey

## Additional Support

**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 [Necsu.capacitytracker@nhs.net](mailto:Necsu.capacitytracker@nhs.net) and log-in using your username 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](mailto:Necsu.capacitytracker@nhs.net)

Internet: <http://capacitytracker.com/>

Twitter: @CapacityTracker

Facebook: @NHSCapacityTracker