

# Capacity Tracker

Public Website

FAQs (Frequently Asked Questions)

9<sup>th</sup> January 2024

These questions are updated weekly. If you have any further questions, please send them to [Necsu.ctengagement@nhs.net](mailto:Necsu.ctengagement@nhs.net)

NO.	QUESTIONS	ANSWERS
1	What is the CareFind Website?	It is a completely secure website that allows the public to search for Care Home vacancies services of CQC registered providers. The website will be called CareFind.
2	Are you giving the public access to Capacity Tracker?	No – Capacity Tracker access will only be available to CQC registered providers to submit their data, Health and Social Care teams so they can search for vacancies and review information to inform decision making at local, regional and national levels. The public will have access to CareFind.
3	How much do we have to pay for this?	Nothing – it is completely free of charge and aims to give benefits to both providers and people looking for care services.
4	What if I don't want to participate?	There is the ability to opt out of the CareFind website for each location.
5	Are there any selection criteria that I need to meet to be included in the CareFind Website?	To enable the data to be current and relevant to members of the public, providers should update their information within the ASC Data Collection Window between the 8 <sup>th</sup> and 14 <sup>th</sup> of each month.
6	Where will information come from for CareFind?	There is some data in Capacity Tracker that can be automatically transferred to CareFind and some information that providers can add in.
7	What type of vacancy information will you be pulling into CareFind from Capacity Tracker?	CareFind will display the services you offer and if you have vacancies available – we will not be displaying the number of vacancies.
8	What happens if I don't have any vacancies now?	Information about your location will still be displayed on CareFind (providing you meet the criteria to appear – see Q5) as members of the public may wish to enquire about your services or waiting lists.
9	Will you display my weekly costs from Capacity Tracker?	We understand cost information in Capacity Tracker is only an indication of costs. We appreciate this is sensitive, commercial information and understand there may be some nervousness around sharing this. We will only display cost information with your consent. There is the ability to opt out

		of including cost information for your location. If opting to show cost data, this can be edited before its displayed.
10	Can I see my information before it is added to CareFind?	Yes – there is a preview button to see what your location page will look like before it is published on CareFind.
11	When will this be live?	CareFind will launch as soon as we have enough information to ensure members of the public have options for their care.
12	Is there a way to quickly add my information to CareFind as I have lots of locations to update?	We are exploring methods to support providers with lots of locations to update for. Functionality to copy and paste information into the system will be available also.
13	Will the CareFind be interactive e.g., will there be a Contact Form to complete for the public to reach out to me?	Yes – members of the public can reach out to you by submitting a Contact Form from within CareFind which will be emailed to you. If you are a provider with a centralised contact centre and would like the same number for each location, that is achievable.
14	Can I upload walk-through videos of my locations?	CareFind is being developed in phases and whilst videos won't be featured in the initial release, this could be a feature of a future development.
15	Will people be able to leave reviews about my location?	CareFind is being developed in a phased approach and this may feature in a future development.
16	If my service only takes LA or CHC funded service users, is it still worth doing CareFind? Or will LA and CHC just look at Capacity Tracker?	CareFind isn't to replace the process for LA/CHC/Discharge Teams, they will continue to use Capacity Tracker. CareFind is for organisations to signpost for self-funding service users.
17	Can I specify an age profile in the type of services my location provides?	This is a development point for CareFind. This information is available to members of the public via CQC reports, providers can also highlight specific details of the services they offer in the About section of the Public Profile.
18	How will you be advertising the website to the public?	We have a thorough communications and engagement strategy.

19	Is there a cut-off date for completing the Public Profile?	No, however, the CareFind launch is dependent on the number of providers who have completed their profile. Ideally we will go live at the end of January – early February.
20	What determines the order of the providers when they appear in the search results on CareFind?	The locations closest to the search destination (e.g. London) will appear first.
21	How do we update our information if there aren't any changes?	Head to the Provider Update page to review your information and click save. If this is within the ASC window please ensure all your information is up to date and submitted between the 8 <sup>th</sup> - 14 <sup>th</sup> of each month.
22	Are you working on API's to integrate with Care Home CRM systems?	Yes this is something we are working on in the background. If this is something you are interested in please contact <a href="mailto:Necsu.ctengagement@nhs.net">Necsu.ctengagement@nhs.net</a>
23	Will we receive a notification from CareFind when someone enquires about our location?	You will receive an email from interested parties via the Contact Form on CareFind. The email will be sent to the address you have listed in the Public Profile page on Capacity Tracker.
24	Do we need to update the Contact details in the Public Profile each time we update the Capacity Tracker?	The contact details that appear in the Public Profile only pull through from Capacity Tracker the first time you go into the Public Profile tab. When you have updated the contact information in the Public Profile tab they will not change unless you manually input new information.
25	Is there a character limit in the About Section?	Providers can write up to 5000 characters in their About Section.
26	Do we have to include a "to" figure when completing the Prices section?	This field is mandatory so you must include a number. You can list the same value as the "from" field (From £500 to £500). On CareFind prices read as "costs from £x per week." By including a range of costs you are more likely to appear in more search results.
27	Can we rename the captions in the Images section of the Public Profile?	The captions can't be changed; however, they do not appear on the CareFind site. They are for guidance to ensure providers show appropriate images of the main areas of the location.
28	How is this different from other search websites such as Lottie, Autumna, and Carehome.co.uk?	CareFind is completely free for both providers and members of the public. There isn't any advertising on the site, and it is supported by both the Department for Health and Social Care, and NHS England.