



What's Coming to Capacity Tracker: August 2025

Contents

Vaccination Data Collection Changes for Care Homes and Home Care	2
System Refinements for Care Homes	2
Languages	2
CareFind Profile page	3
Capacity Tracker Data – CQC Refresh	3
Using Capacity Tracker Abroad	3
Provider Feedback Opportunities.....	4
Important Reminders	4
Leaving Your Organisation?	4
Need Additional Support?.....	4

Vaccination Data Collection Changes for Care Homes and Home Care

From Monday 1st September, the following changes to vaccination data will take effect:

Care Homes

- Resident Covid Spring Booster 2025 data collection will be removed
- Resident/Staff/Agency Flu Autumn/Winter 2025/26 data collection will be introduced

Home Care

- Staff Flu Autumn/Winter 2025/26 data collection will be introduced

System Refinements for Care Homes

Languages

- Languages that can be spoken by care home staff to residents can now be updated directly from the CareFind Profile page via a simple 'Yes' or 'No' toggle.
- Users will notice that the appearance of the Languages section within the Edit Services page of Capacity Tracker has been updated so that it now matches the toggles of the CareFind Profile page.
- When a change is saved in either Languages section it will take effect on both the Edit Services and CareFind Profile pages.

Provider Details Services Provider Update Contracts Surveys Care quality CareFind Profile			
Languages			
Afrikaans	Yes No	Amharic	Yes No
Bulgarian	Yes No	Cebuano	Yes No
English	Yes No	Fante	Yes No
French	Yes No	Ga-Adangbe	Yes No
Hebrew	Yes No	Hindi	Yes No
Kannada	Yes No	Lithuanian	Yes No
Polish	Yes No	Portuguese	Yes No
Russian	Yes No	Spanish	Yes No
Telugu	Yes No	Tigrinya	Yes No
Welsh	Yes No	Yiddish	Yes No
		Arabic	Yes No
		Creole	Yes No
		Farsi	Yes No
		German	Yes No
		Hungarian	Yes No
		Malayalam	Yes No
		Punjabi	Yes No
		Tagalog	Yes No
		Twi	Yes No
		British Sign Language	Yes No
		Efutu	Yes No
		Filipino	Yes No
		Gujarati	Yes No
		Italian	Yes No
		Nepalese	Yes No
		Romanian	Yes No
		Tamil	Yes No
		Urdu	Yes No

CareFind Profile page

Care Home providers will note that the 'Additional Information' section on the CareFind profile page (where Energy Efficiency Ratings, Awards and Accreditations are found) has been renamed to 'Quality', to more clearly describe this section.

Quality

Energy Efficiency Rating

Yes
No

Very energy efficient - Lower running costs

(92+)	A
(81 - 91)	B
(69 - 80)	C
(55 - 68)	D
(39 - 54)	E
(21 - 38)	F
(1 - 20)	G

Not energy efficient - Higher running costs

C

Awards

Yes
No

Enter Awards details here

0 / 5000

Capacity Tracker Data – CQC Refresh

A CQC refresh will take place on Thursday 28th August. Providers expecting changes to be applied by the CQC (assessment ratings, services, or regulated activity) should review their account following the update. If any anomalies are found, such as incorrect or missing new/transferred locations, please reach out directly to CQC for assistance.

Using Capacity Tracker Abroad

Users attempting to access Capacity Tracker from outside of the UK will no longer receive a notification message advising the system cannot be accessed from abroad; the system will automatically block their access.

Provider Feedback Opportunities

DHSC are currently gathering feedback for Care Home and Home Care providers covering two themes. This information is being collected in Capacity Tracker:

- 'Contract Handbacks – August 2025': This is a monthly set of questions that will be available until 31st August 2025 and succeeded by a further collection in September.

Care Home	Edit Provider Details	CareFind Profile	Services	Provider Update	Contracts	Surveys
Cranberry Care Home (DH1 3YG)	Edit Provider Details	CareFind Profile	Services offered	Provider Update	Contracts	Contract Handbacks CH – August 2025

Provider	Edit Provider Details	Provider Update	Surveys	Care Quality
Cranberry Home Care (NN11NN)	Edit Provider Details	ASC Home Care Collection	Contract Handbacks HC – August 2025	Care Quality

Important Reminders

Leaving Your Organisation?

If you are leaving your organisation or role and will no longer be updating Capacity Tracker, please ensure there is an individual registered with the Capacity Tracker prior to leaving.

Need Additional Support?

Provider Training Sessions are available. See here for further information (link to the Training & Events page on Resource Centre ([here](#))) and remember to share these with colleagues who are also welcome to join our sessions!

For additional support, please contact our Support Centre, Mon - Fri (excluding Public Holidays) 8am - 5pm by phoning 0191 691 3729 or emailing necsu.capacitytracker@nhs.net