20.05.2025

What's Coming to Capacity Tracker: May 2025

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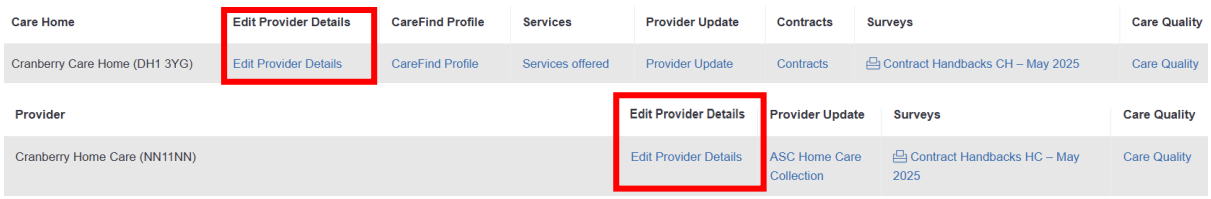
System Refinements

Edit Provider Pages

To improve accessibility, the link to edit the details of a provider from the 'Setup / Update' screen will be relocated. It is currently positioned next to the provider's name, but will conveniently appear in a separate column titled 'Edit Provider Details'.

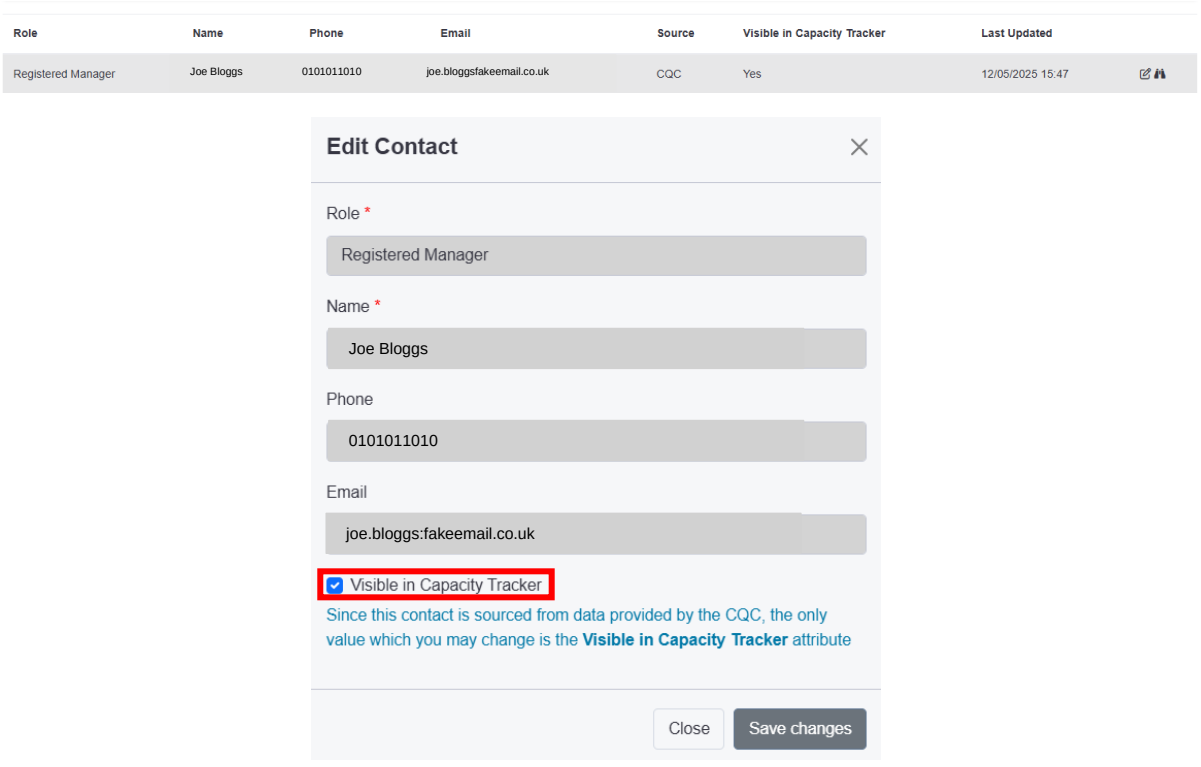


Care Home	Edit Provider Details	CareFind Profile	Services	Provider Update	Contracts	Surveys	Care Quality
Cranberry Care Home (DH1 3YG)	Edit Provider Details	CareFind Profile	Services offered	Provider Update	Contracts	Contract Handbacks CH – May 2025	Care Quality

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

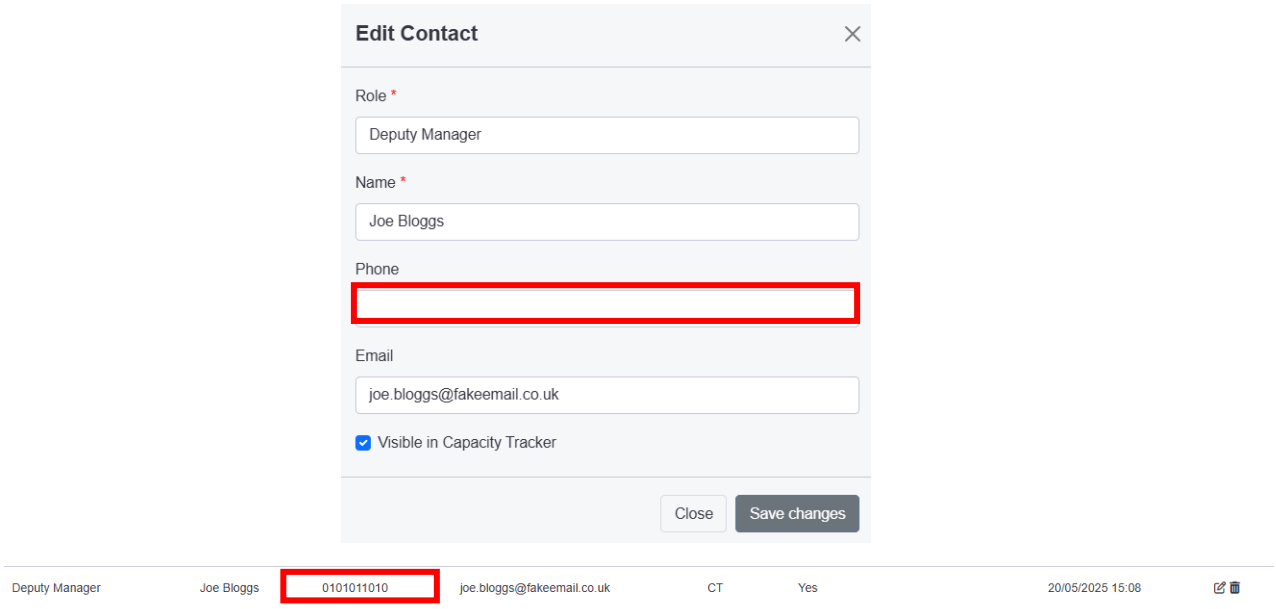
Provider Contacts

An additional new checkbox feature will be available to control the visibility of a Registered Manager's details across the system. Providers should ensure that at least one contact is made visible as this enables Health and Social Care teams to reach out and discuss vacancies/capacity.



Role	Name	Phone	Email	Source	Visible in Capacity Tracker	Last Updated
Registered Manager	Joe Bloggs	0101011010	joe.bloggsfakeemail.co.uk	CQC	Yes	12/05/2025 15:47

When details for a member of staff are added to the 'Contacts' section of the 'Edit Provider' screen and a telephone number is not included, this field will be automatically populated with the number for that provider.

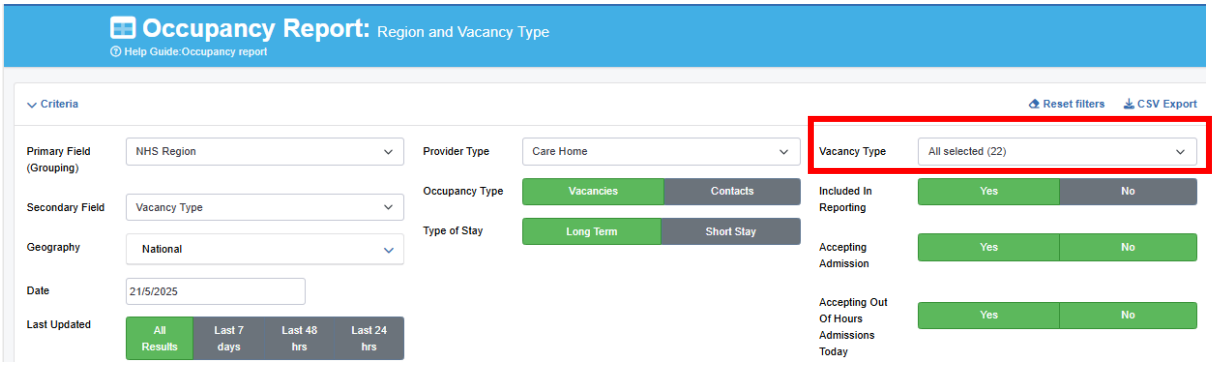


Capacity Tracker Data - CQC Refresh

A CQC refresh will take place on Thursday 22nd May. 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.

Occupancy Report Changes

In recognition of some care home locations offering a wider range of bed vacancies, the 'Vacancy Type' filter on the Occupancy Report will be updated to default to include all vacancy types, ensuring that the denominator is in alignment with that of other reports in Capacity Tracker.



Capacity Tracker Maintenance Period

When Capacity Tracker upgrades are taking place and the system is unavailable, users will receive an amber warning message one hour beforehand. Once a maintenance period starts, users will automatically be removed from the system to prevent any data updates from being made while the Capacity Tracker upgrade is in progress.

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.

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Provider Feedback Opportunities

DHSC are currently gathering feedback from Care Home and Home Care providers. This information is being collected in Capacity Tracker:

- 'Contract Handbacks – May 2025': This is a monthly set of questions that will be available until 30th May 2025 and succeeded by a further collection in June.

Links can be found on Care Home and Home Care Setup/Update pages.

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Important Reminders

Updating Capacity Tracker?

We recommend that there is more than 1 user registered at each location who can update Capacity Tracker to cover periods of absence (if you are an approver, you will be able to approve new users immediately).

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.

Going Abroad?

Please be reminded that Capacity Tracker is not accessible outside of the UK.

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