

What's New to Capacity Tracker: November 2025

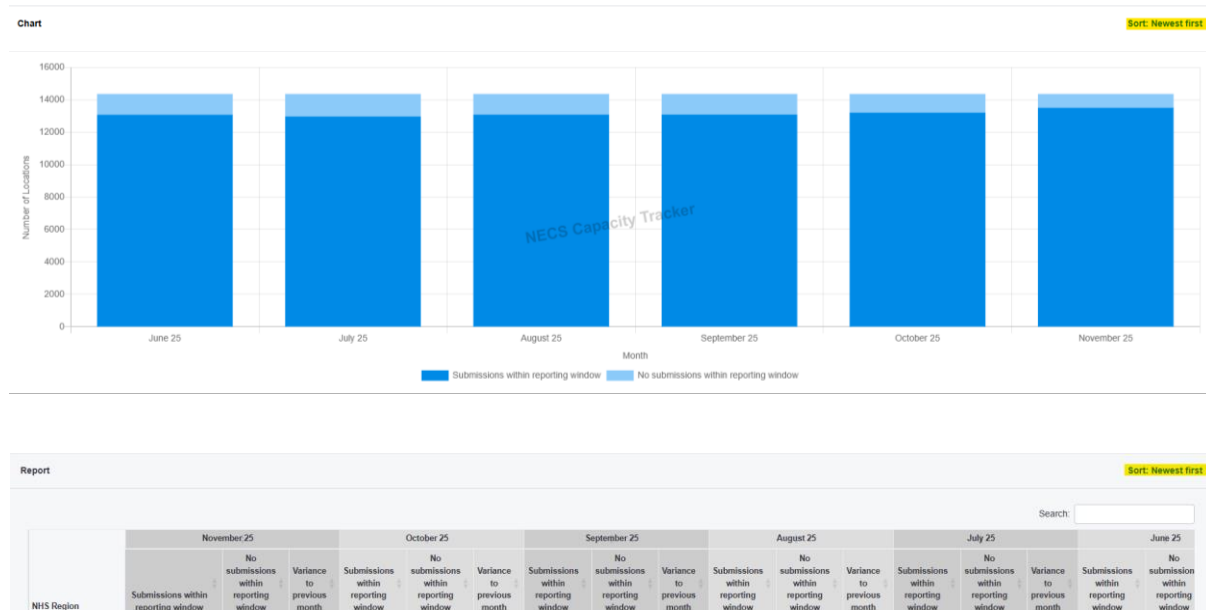
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System Refinements

Update Monthly Status ASC Collection Report – Display Toggle

There has been a small enhancement to the 'Update Monthly Status ASC Collection' report. Users can now toggle the data sort order between 'Oldest First' and 'Newest First' — available in both the Chart and Report views to ensure consistency across the whole report.



Capacity Tracker Data – CQC Refresh

A CQC refresh will place on Thursday 27th November 2025. 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.

Key Initiatives for Providers

CareFind Image Upload Guidance Standards

Providers who have opted in and completed a public profile on CareFind should note that the image guidance has been refreshed. These updates are designed to:

- Ensure images are consistent and high-quality across profiles
- Support accessibility standards for users accessing the site with assistive technologies

The refreshed guidance applies to the 'Image' section of the CareFind Profile Page for both Home Care and Care Homes.

You can review the updated guidance [here](#).

The Winter 25/26 Flu Campaign

Flu season has started earlier than usual. It's important that all Adult Social Care staff get vaccinated as soon as possible.

Please see [here](#), the letter for key information on the vaccine, who's eligible, and how to book. Please ensure this is disseminated to all your staff and colleagues.

Provider Feedback Opportunities - Contract Handback Survey

DHSC are currently gathering feedback in Capacity Tracker via a separate monthly survey from Care Home and Home Care providers:

- 'Contract Handbacks – November 2025': This is a monthly survey of questions that is available until 30th November 2025 and succeeded by a further collection on 1st December.

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

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 - November 2025

Provider	Edit Provider Details	CareFind Profile	Provider Update	Surveys
Cranberry Home Care (DH1 3YG)	Edit Provider Details	CareFind Profile	ASC Home Care Collection	📄 Contract Handback HC - November 2025

DHSC Consultation: Fair Pay Agreements in Adult Social Care

DHSC have launched a public consultation on how Fair Pay Agreements (FPAs) should work in the adult social care sector in England and is inviting providers to participate in a survey.

FPAs will allow workers and employers to jointly agree on pay and working conditions. This aims to improve recruitment, retention, and the quality of care.

The survey is available to complete until 16th January 2026. You will find the survey by clicking on this link: [Fair pay agreement process in adult social care - Department of Health and Social Care](#).

Providers using NHS Mail

NHSmail is changing to NHS.net Connect – further information and support can be found on the [Capacity Tracker Resource Centre](#).

Immigration Rules – ASC Webinar FAQs

Following the immigration rules changes in July 2025 to end overseas recruitment of care workers and senior care workers, the Home Office and DHSC hosted a series of webinars for providers. Following these sessions, the Home Office has produced a Q&A document which responds to some of the questions asked by participants at those sessions. The FAQs document can be found [here](#)

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