



What's New to Capacity Tracker: April 2025

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## System Refinements

### Flu and Autumn Covid Booster Question Amendments

Questions regarding Flu and Covid Autumn boosters have been removed from Capacity Tracker. A new Covid Spring booster question has been added for Care Home residents only.

The respective changes can be seen in:

- Provider update pages
- Bulk template
- Vaccination Report
- API data feeds

### Provider Update Page:

| Vaccinations   |                                |
|--|--------------------------------|
| Covid - Spring 25  |                                |
| Number known to have received this seasons Covid booster - Spring 2025 |                                |
| Residents *  | <input type="text" value="1"/> |

### Bulk Template for Care Homes:

|           |                     | Vaccinations      |
|-----------|---------------------|-------------------|
|           |                     | Covid - Spring 25 |
| Id Cqcid  | Name                | Residents         |
| 0 1-X0005 | Cranberry Care Home | 1                 |

**Please Note:** Aggregate Vaccination Reports will be available in the Capacity Tracker Resource Centre following the removal of the data.

**Recommendation:** Heath and Social Care teams should take a Vaccination report download, prior to 30th April 2025.

## Contact Directory Data Cleanse



Changes have been made to the Contact Directory, which will make it easier to use and help ensure that the details there are kept up to date. Please note that previous information stored in the directory has been removed and this section should therefore be reviewed. Each month, a location's Registered Manager will be imported directly into the directory using information from the CQC. Validation is in place to prevent duplicate contact being added.

The Contacts Template has been removed from the Provider Bulk Update page – the Care Home Update and Home Care templates has not been affected.

### Contacts

Please ensure that you check the information below and ensure that the contact details for the location are up to date. Data marked as From CQC cannot be edited. If this information is incorrect please contact CQC. Please ensure as a minimum, there is an entry showing an accurate and up to date 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 email address that is monitored frequently in relation to referrals and admissions to your location

| Role               | Name     | Phone       | Email                         | Source | Public? | Last Updated     |   |
|--------------------|----------|-------------|-------------------------------|--------|---------|------------------|---|
| Operations Manager | John Doe | 01916913729 | necsu.capacitytracker@nhs.net | CT     | Yes     | 17/04/2025 07:55 |   |

[Add contact](#)

The below pop up appears when a user selects "Add contact", to add a contact manually.

**Edit contact details**
✕

**Role \***

**Name \***

**Phone**

**Email**

☒ Public

Close
Save changes

Error message will be received if attempts are made to add a duplicate contact.

Add Contact

Role \*

Operations Manager

Name \*

John Doe

There is already a contact with these details

Phone

01916913729

Email

necsu.capacitytracker@nhs.net

Public?

☒

Close

Save changes

### Capacity Tracker Data - CQC Refresh

A CQC refresh took place on Thursday 24th April. Providers expecting changes to be applied by the CQC, such as updated assessment ratings, services or regulated activity should review their account following the update. For any anomalies (incorrect or missing new/transferred locations), please contact CQC directly.

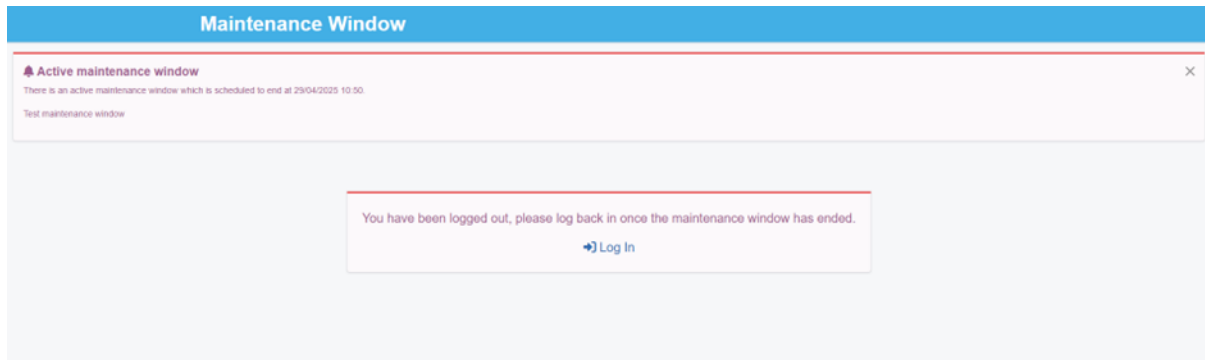
### Capacity Tracker Maintenance Period

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.

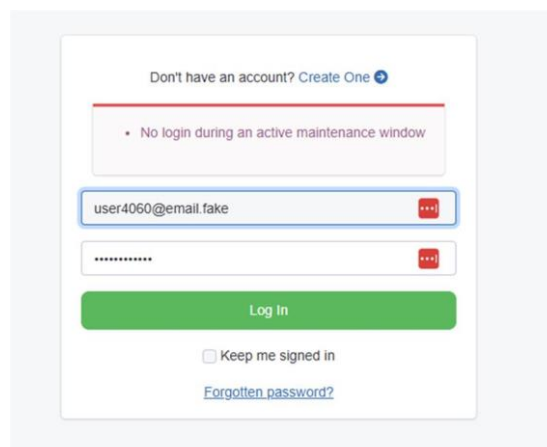
Notification message prior to the maintenance period commencing:



Users who remain in Capacity Tracker when the maintenance window commences will see the below message:



Users who attempt to log in during a maintenance window will receive the following message:



## Report Changes

### Update Summary Report

Local Authority and ICB users will notice a change to the 'Request Update' functionality within the Update Summary Report. Notifications will be sent to the Registered Manager and last user that updated the location. The report has been amended to include the Registered Manager details.

A small bug fix has been implemented to align the scrolling header bar when LA/Sub-ICB/ICB is selected.

## Vaccination Report

The Vaccination Report has been amended to reflect the removal of Flu and Covid Autumn boosters and the addition of the Covid Spring booster.

An aggregate report of the removed Flu and Covid boosters data will be available from the Capacity Tracker Resource Centre shortly after removal.

We recommend that Health and Social Care Teams that monitor Flu and Covid vaccination levels, should download data from the vaccination report before 30th April 2025.

## Provider Feedback Opportunities

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

- 'Contract Handbacks – April 2025': This is a monthly set of questions that will be available until 30<sup>th</sup> April 2025 and succeeded by a further collection in May.
- 'Data Duplication Survey' is also available for providers to complete.

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

| Care Home                          | CareFind Profile | Services         | Provider Update                          | Contracts  | Surveys  |
|------------------------------------|------------------|------------------|--|--|--|
| Cranberry Care Home (DH1 3YG) Edit | CareFind Profile | Services offered | Provider Update                          | Contracts  | <a href="#">Data Duplication Survey - CH</a><br><a href="#">Contract Handbacks CH – April 2025</a> |
| Provider                           |                  |                  | Provider Update                          | Surveys  |  |
| Cranberry Home Care (NN11NN) Edit  |                  |                  | <a href="#">ASC Home Care Collection</a> | <a href="#">Data Duplication Survey - HC</a><br><a href="#">Contract Handbacks HC – April 2025</a> |  |

DHSC have published the results of the ASC Recruitment and Retention Workforce survey that ran in Capacity Tracker from 19 August – 19 September 2024. The aim of the survey was to provide insight into the scale of adult social care workforce challenges and specific areas of concern. The results are available: [Adult social care workforce survey: April 2025](#).

## 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.

### CQC Data Refresh

To ensure Capacity Tracker information remains contemporary, a data refresh is received from the CQC. The CQC update should not be confused with the Provider Update.

### 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](mailto:necsu.capacitytracker@nhs.net)