

What's New to Capacity Tracker: October 2025

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System Refinements

Home Care Providers – Wording Update

There have been some updates to the questions in the Additional Hours section on the ASC Home Care Collection page. These questions have been refined to provide clarity around the information requested, which will help improve the quality of data submitted in Capacity Tracker.

Additional Hours

Can you provide any additional care hours?

Yes No

How many extra care hours do you think you can provide per week?

0

This will be updated to:

Additional Hours

Can you provide any additional care hours (packages of care) in the next 7 days?

Yes No

If you have published a CareFind profile, keeping this updated ensures members of the public will see when you have availability.

How many additional care hours do you think you can provide per week?

0

Capacity Tracker Data – CQC Refresh

A CQC refresh took place on Thursday 23rd October 2025. Providers expecting changes to be applied by the CQC (assessment ratings, services or regulated activity) should now 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.

Report Changes

Update Summary and Update Consistency Report changes

To improve user experience, the selection criteria in these reports has been updated so that when a user filters on a specific data field, only the providers associated with it will be available to select from additional filters. This means that these reports now function more intuitively and reduce the number of clicks required to visualise the required data.

Update Summary

Help Guide: Update summary report

Breakdown By: Sub ICB Local Authority ICB **Region** NHS Region Select options

Data Field: Operational Support Show As: Numbers

Provider Type: 4 selected

- ☒ Care Home
- ☒ Community
- ☒ Community Rehab
- ☐ Acute
- ☒ Hospice
- ☐ Substance Misuse

Download XLS (Summary Counts) Select All // Select None // Select Inverse // Hide Selection // Show All

CQC data in Capacity Tracker (locations):

September at 10:41 am. Please contact CQC directly to address any anomalies (incorrect information or missing new/transferred locations).

Search:

Update Summary

Help Guide: Update summary report

Breakdown By: Sub ICB Local Authority ICB **Region** NHS Region Select options

Data Field: ASC Home Care Collection Show As: Numbers

Provider Type: Home Care

Download XLS (Summary Counts) Download XLS (Full Details) Select All // Select None // Select Inverse // Hide Selection // Show All

Update Consistency

Help Guide: Update Consistency

Breakdown By: NHS Region

NHS Region: Select options

ICB: Select options

Sub ICB: Select options

LA Region: Select options

LRF: Select options

Local Authority: Select options

Provider Type: Care Home

Organisation: Blank for all parent organisations

2 weeks starting: 15/10/2025

Update Type: ASC Mandatory Submission

CSV Export Reset filters

Provider Feedback Opportunities

Contract Handback Survey

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

- 'Contract Handbacks – October 2025': This is a monthly set of questions that will be available until 31st October 2025 and succeeded by a further collection on 1st November.

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 - October 2025

Provider	Edit Provider Details	Provider Update	Surveys
Cranberry Home Care (DH1 3YG)	Edit Provider Details	ASC Home Care Collection	Contract Handback HC - October 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](#).

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