



What's Coming to Capacity Tracker: September 2025

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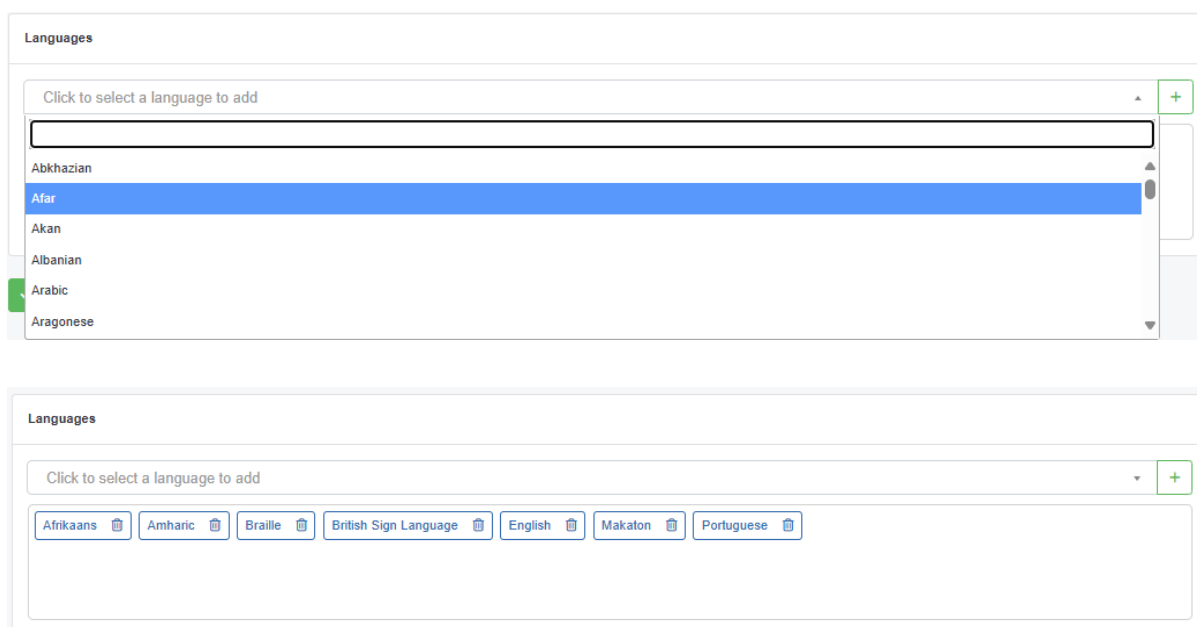
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System Refinements

Languages (care homes only)

We have made further improvements that will make it easier for providers to update the languages spoken by their staff:

- The Languages section has been updated with a dropdown menu for language selection, with English pre-filled for ease.
- Languages can be managed from either the Edit Services or CareFind Profile pages.
- Any changes made to languages will automatically be reflected in both pages to ensure consistency.



Languages

Click to select a language to add

Abkhazian

Afir

Akan

Albanian

Arabic

Aragonese

Languages

Click to select a language to add

Afrikaans

Amharic

Braille

British Sign Language

English

Makaton

Portuguese

No-Change Link in Monthly Email - Temporary Deactivation

Providers who routinely submit updates using the no-change link in the monthly email should be aware that this functionality will be temporarily disabled during the ASC submission window for the October reporting period.

This is necessary to ensure responses to newly added Flu Vaccination questions are provided. As a result, all providers are required to complete a full update to ensure accurate and comprehensive data collection for this reporting window.

Capacity Tracker Data – CQC Refresh

A CQC refresh will take place on Thursday 25th September. 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 – September 2025': This is a monthly set of questions that will be available until 30th September 2025 and succeeded by a further collection in October.

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 – September 2025

Provider	Edit Provider Details	Provider Update	Surveys
Cranberry Home Care (DH1 3YG)	Edit Provider Details	ASC Home Care Collection	Contract Handbacks HC – September 2025

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