

What's New to Capacity Tracker: March 2025

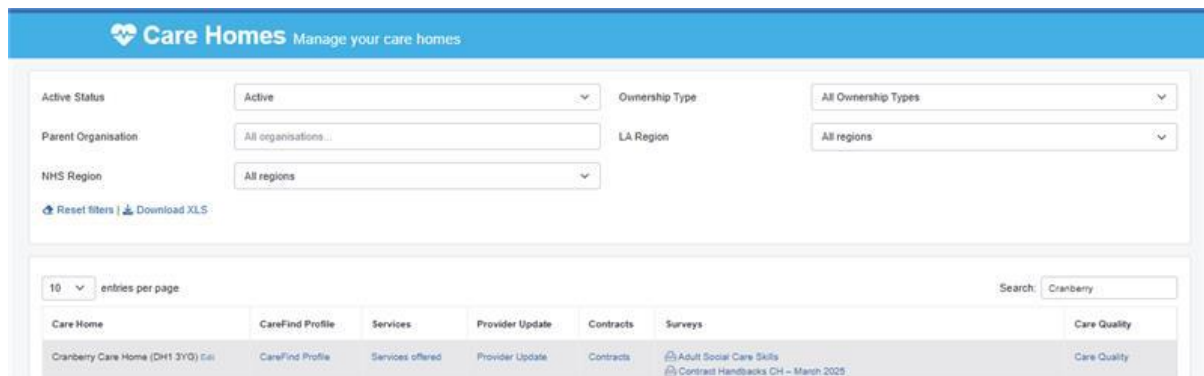
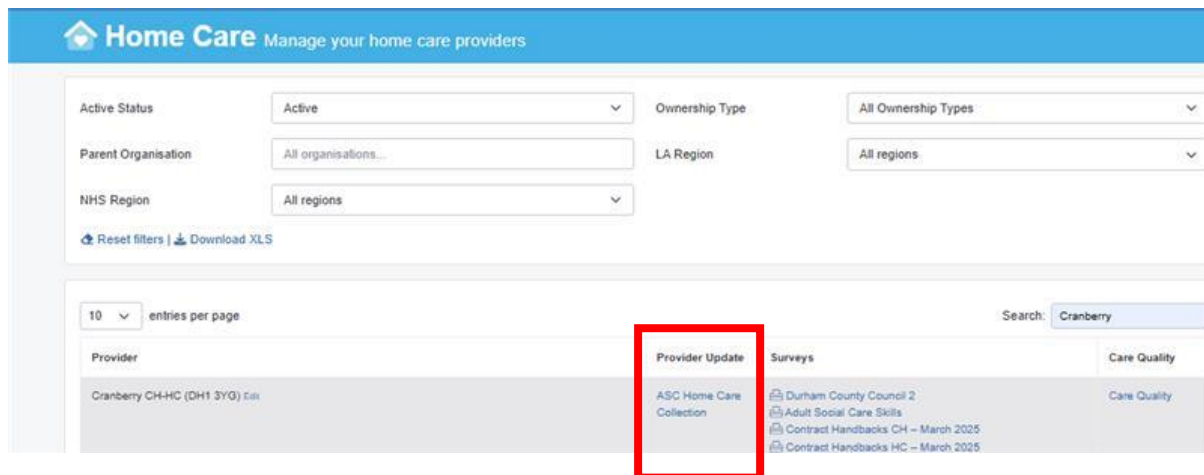
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System Refinements

Care Home and Home Care Providers Setup/update pages

Following feedback collected from care providers the user interface has been refined on the 'Providers Setup/Update page', making the individual sections more visually accessible including adding a surveys section for Home Care providers. This clearly distinguishes the mandated "ASC Home Care Collection from the occasional surveys

Capacity Tracker Data - CQC Refresh.

A CQC refresh took place on Friday 21st March 2025. Providers expecting changes being applied by the CQC such as updated assessment ratings, changes to services or regulated activity should now review their account.

Please Note: For any anomalies (incorrect or missing new/transferred locations), please contact CQC directly to address. [Click here for contact details.](#)

Home Care Providers – Updated guidance relating to the additional care hours

Home Care Providers – Updated guidance relating to the additional care hours

We've added additional guidance that users can access via on-screen hover text to assist providers when updating the number of additional care hours that they can provide per week, based on their existing staff numbers.

Additional Hours

Can you provide any additional care hours? Yes No

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

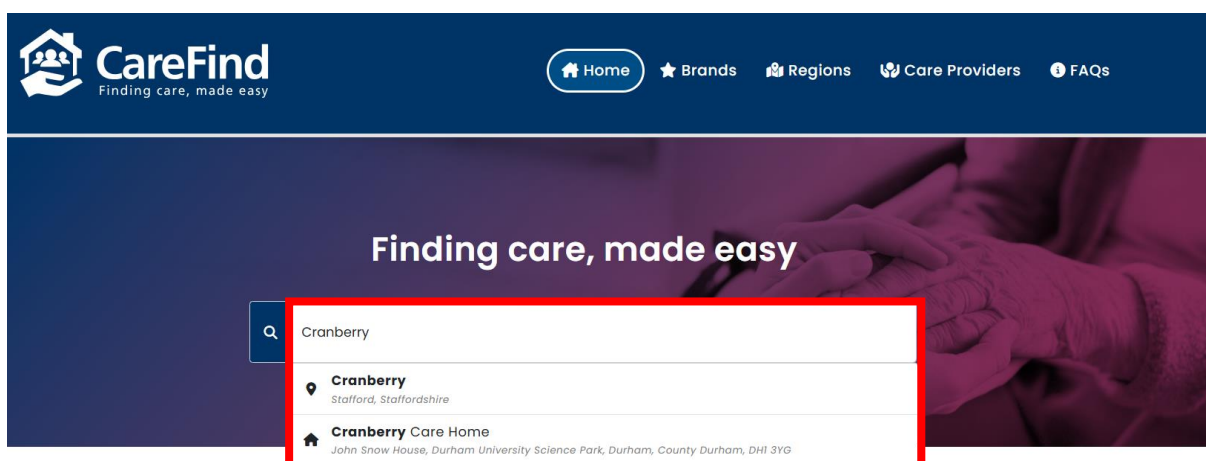
Based on your existing workforce and that can commence within a 7 day notice period

System Generated Reminders

Discharge and brokerage teams are using Capacity Tracker to search for vacancies and additional capacity daily. They rely on contemporary information – we are therefore re-instating reminder emails that will be sent to providers who have not refreshed their vacancy and additional capacity information for more than 3 days. They will only be sent outside of the monthly reporting window and can be used to quickly access Capacity Tracker and refresh the information. It takes less than 2 minutes and having reliable information ensures your location appears when searches are made and ultimately improves patient care by reducing the time taken to discharge individuals.

CareFind – Care Home Search

CareFind users now have the ability to search for a specific 'Care Home' by name, in addition to the existing location and postcode. Locations take priority and show at the top of the drop-down results list, followed by the name of the Care Home.



CareFind
Finding care, made easy

Home ★ Brands 📍 Regions 🏠 Care Providers ⓘ FAQs

Finding care, made easy

Search: Cranberry

- Cranberry**
Stafford, Staffordshire
- Cranberry Care Home**
John Snow House, Durham University Science Park, Durham, County Durham, DH1 3YG

CareFind – Print Page

The providers CareFind website address will be included when specified.

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) 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