

CAPACITY TRACKER GUIDANCE

Dear Care Home Manager(s)

The CQC has written to all care providers in the joint letter [Data Collection during the Covid 19 crisis](#), requesting that you update the Capacity Tracker on a daily basis to provide the Health and Care System with necessary information to respond to the COVID-19 pandemic.

All care homes must update the tracker daily and consistently in line with the guidance provided. Guidance can be found by hovering over the data entry fields in the tracker. Please ensure you follow this guidance when you enter the data.

For reference, please see below for extracts from the [User Guide for Quickly Updating Care Home Vacancies & Business Continuity Information](#) for how you should populate the data fields for the business continuity section.

Overall Care Home Status

Here you can pick the RAG rating colour that best reflects the current status of your care home i.e.

- **Green:** Operating with minimal / no risks identified today
- **Amber:** Operational risks being managed with some risk to deterioration in the coming days
- **Red:** Business Continuity in place and / or at significant risk of not being able to accept further admissions in the coming days

COVID -19 Questions – Update

As of Thursday 11th June, existing COVID-19 questions on the Capacity Tracker have been replaced by the following questions. Explanations are provided alongside each question on the form in the Capacity Tracker:

1. Number of staff NEWLY SUSPECTED with COVID19 today
2. Number of staff NEWLY CONFIRMED with COVID19 today
3. Overall number of Residents with COVID19 (suspected or confirmed) currently in the Care Home
4. Number of Residents NEWLY SUSPECTED with COVID19 today
5. Number of Residents NEWLY CONFIRMED with COVID19 today
6. Number of these residents that were admitted from outside the care home today

N.B. You should only count residents whilst they're classed as being an active case. This is where the person has been infected for 7 days and may or may not be symptomatic. They should be removed at the end of this 7 day period.

The care home manager should update the COVID -19 questions daily and validate them **by 10am each Tuesday** to ensure the data is an accurate representation of the situation at the home.

Workforce Status

The workforce section is split into different types of staff (Registered Nurses, Care Providing Staff, and Non-Care providing staff) – there are information buttons next to each one which gives a description. You should enter data based on FTE – Full Time Equivalent – and again there are helpful information buttons

- Establishment FTE needs to include any posts that aren't currently filled.
- Absence FTE also needs to include any posts that aren't currently filled along with staff members who are off-sick or self-isolating at that point in time.
- Additional FTE are the staff required by the home to safely admit and care for residents, during the pandemic.

Workforce Status

This is RAG (Red/Amber/Green) rated and like previously, there's a text box that pops up when you hover over them.

- **Green:** Operating within agreed staffing ratios with minimal risk identified in the coming days.
- **Amber:** Operating within agreed staffing ratios however significant escalation risk in the coming days.
- **Red:** Workforce level ratios breached, business continuity in place

Availability of PPE (Personal Protective Equipment) Status:

- **Green:** acceptable level of PPE or confident of on-going supply.
- **Amber:** supplies available within the facility but will run out in 7 days.
- **Red:** No supplies available within the facility or will run out in 48 hours.

Capacity tracker support

For **general user support**, including account queries and password issues, please contact 0191 691 3729 or email necsu.capacitytracker@nhs.net. Please don't remove [Capacity Tracker] from the subject line.

For **technical support**, contact necsu.capacity@nhs.net

A very helpful Youtube video showing how to update the business continuity section of the tracker is available [here](#).

You can also access documents and videos in the help tab when you log into the tracker. These provide further information and keep you updated with any changes to the Capacity Tracker.



Thank you for continuing to update the Capacity Tracker.