



Rolling out the Capacity Tracker across Coventry and Warwickshire

In line with the guidance issued in March – Covid-19 hospital discharge service requirements – all care homes, hospices and providers of inpatient community rehabilitation were required to start the using the Capacity Tracker in response to the Covid-19 pandemic.

The purpose of this was to enable a real-time position on capacity and current issues facing the residential care sector during these unprecedented circumstances. The Government's expectation is that providers share their vacancies and current business continuity status (including Covid-19 instances, staffing and PPE requirements) on a daily basis as a key tool for aiding safe patient discharge and to enable local prioritisation and targeting of support based on reported need.

"From an Infection Prevention and Control perspective we can see the RAG ratings and quickly identify which homes need support."

The Coventry and Warwickshire area is served by two separate Local Authorities and three CCGs. It was apparent from the start that health and social care representatives needed to work collaboratively to embed this new requirement and to on-board

"I have seen the Capacity Tracker go from having very little information for our area at the start of Covid, now it holds most of our homes. The team find it useful."

providers as promptly as possible, during a time of unprecedented pressure.

A CCG based lead was appointed to co-ordinate and oversee the roll out of this national requirement.

A local Capacity Tracker oversight group was established bringing together key colleagues from across the patch to support, trouble shoot and oversee the developing use of the system.

Prior to the Covid-19 response Warwickshire had established use of a similar system, whilst Coventry were in the early stages of developing this approach. Whilst the national guidance suggested that use of Capacity Tracker could run in parallel with existing systems it quickly became apparent that providers would be resistant to duplicate data entry requirements – instead an API link was established between the Capacity Tracker and the existing system and providers were then informed that they only needed to input into the Capacity Tracker. This meant that operational colleagues were still able to view capacity data via existing local systems which was received positively.

We provided regular communications with providers and supported them to register and navigate the system via telephone and email – the local provider market has responded positively to the requirements and we are pleased to have had such positive completion rates. Coventry and Warwickshire colleagues were able to work collaboratively to establish this early in the Covid-19 response, within a working week.

“I find the Capacity Tracker very useful as it saves us time on asking Nursing Homes if they have capacity and potentially delaying a patient moving. It is easy to use. It would be very good to have this for other provider types!”

Once use of the system was well established we were keen to ensure that the data was used appropriately to inform the local response. Our Business Intelligence colleagues designed and delivered a dashboard to our requirements. It presents the latest Capacity Tracker data alongside other key data sources such as our Infection Control tracker and PHE data.

This has become a valuable source of local intelligence. The data is used by our quality and contracting teams to target support as required – for example, identifying providers who had PPE shortages or staffing issues.

Health and social care colleagues from across the system continue to work collaboratively as the Capacity Tracker and requirements associated with it evolve – our weekly meetings have continued and help us to respond promptly to any changes and developments within the system.

Use of the system has become routine for our local provider market. The response from Coventry and Warwickshire based providers has been very positive - to the extent that we have recently been informed that our completion rate is within the top

10 of STPs across the country. On average we see approximately 75% of providers update their data every 24 hours and around 95% do so within a 48 hour window. We would like to highlight and thank our local care home providers for their response to the tracker, including their engagement with the new features and questions that have been added as the system has evolved.

“It is a really useful tool in my eyes and a good starting point for rates if you need to go out of area.”

The data being submitted onto the tracker is being utilised at both a national and local level in response to the pandemic. At a local level, it is an essential source of intelligence for the Local Authorities and CCGs to focus our contact with care homes effectively and provide support where it is most needed. The data also provides understanding of bed availability to support prompt hospital

“The Capacity Tracker is evolving and developing, the NECSU Team have been really helpful, and I am really pleased that this has been introduced during this time, to aid our focus on supporting our Care Homes.”

discharges and provide market intelligence. The system facilitates us working more effectively and efficiently, both in response to the pandemic and in managing the market.

The reporting functionality enables us to identify providers who require support and to target our resources in prompt response. Providers are reassured that we are viewing, using and monitoring the data that is submitted.

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