



# Capacity Tracker Supporting Brokerage



The Brokerage team at Devon County Council was one of the first organisations in the country to start using Capacity Tracker and has been a keen proponent of the system ever since.

For Tom Greatbatch, Arranging Support Team Manager for commissioned care and self-directed support at the Council, Capacity Tracker is key to their job: "Capacity Tracker has long been a huge part of our roles and extremely helpful, it saves us both time and effort – previously we had to ring round all our care homes to be able to discharge patients. It gives us a level of reassurance and provides support to the homes if needed.

"The Arranging Support team at Devon County Council work alongside the assessment team (care managers / social workers) to commission packages of care, placements or direct payments for their clients. Within Devon County Council's geographic footprint, we have three Arranging Support teams covering our local patches which allows us to have closer links with the local provision and local assessment teams.

"The additional information now provided on Capacity Tracker on Covid-19 is particularly useful and helps us and the care homes keep on top of the pandemic situation."

Top-tips from Tom: "Work alongside your Capacity Tracker account manager, we have found ours to be supportive and helpful and their system knowledge helps us get the best out of the system.

"Having good communications with your care market makes the functionality and data you can extract from the Tracker much more valuable. You'll need to work alongside the local care homes to ensure their continued use, otherwise the vacancy data within soon becomes out of date."

The main benefit? "Capacity Tracker makes the process of homes reporting vacancies easier."

Tom is also keen to work with the Capacity Tracker team to support new developments:

"Capacity Tracker is continually improving as a vital tool and we look forward to seeing the further development of technology and options which will enhance our service."