



The East Riding of Yorkshire was one of the first areas to adopt the Capacity Tracker.



Dorothy Montgomerie,
Senior iBCF Project
Manager, East Riding of
Yorkshire Council.

By April 2018, all 142 Care Homes had registered on the Tracker with approximately 75% of these updating regularly.

Commissioners in the East Riding of Yorkshire have been using the Capacity Tracker to support care homes through the Covid-19 pandemic, with numerous benefits identified as well as new ways of working.

How has using the Capacity Tracker supported East Riding of Yorkshire?

The East Riding of Yorkshire was one of the first areas to adopt the Capacity Tracker, they were the first Council to invite NECS to attend their Care Sector Forum to demonstrate the tool as well as highlight the benefits to the sector. By April 2018, all 142 Care Homes had registered on the Tracker with approximately 75% of these updating regularly.

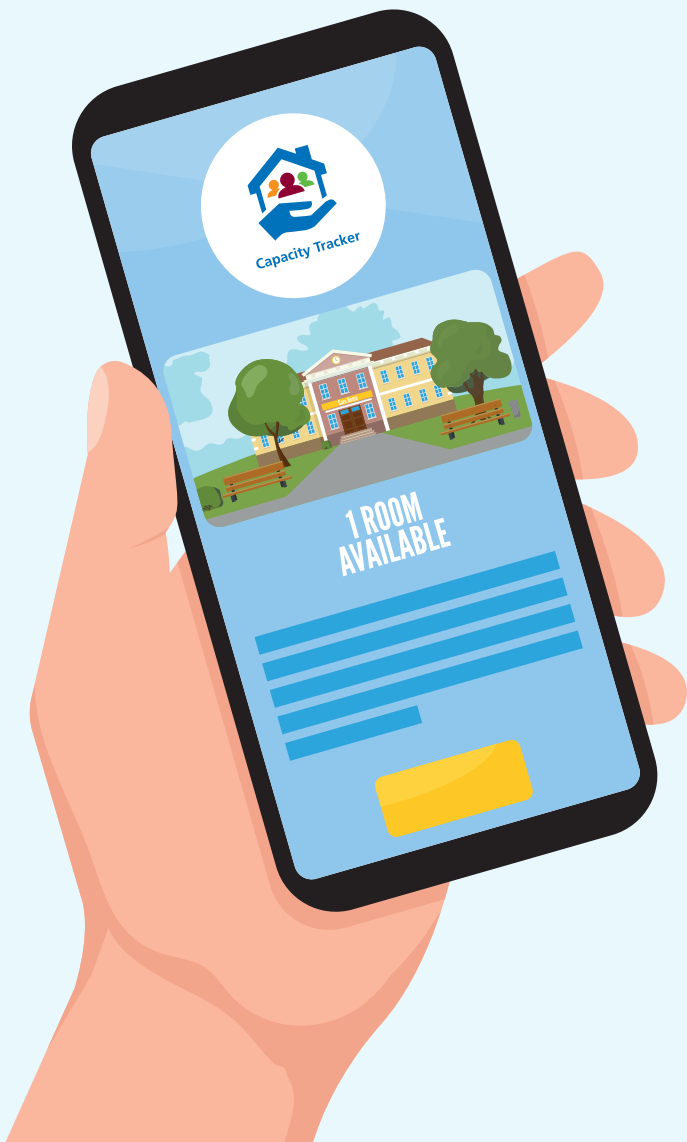
With the outbreak of Covid-19 and the role of the Capacity Tracker being used as the vehicle for Local Resilience Forums and the government to identify Care Home information on infection levels, workforce status and PPE, increasing the frequency of updating became critical.

To support the care providers on the coal face, a brokerage option was utilised temporarily to support Homes who were struggling to commit to daily updating.

Updating has since been handed back to the Care Homes with 99% of them updating the Capacity Tracker regularly, a great commitment by them; supporting speedy, safe transfers of care, enabling support to be offered from the CCG and Local Authorities.

How have Care Homes found using the Capacity Tracker?

Care Homes have found a variety of ways of integrating the Capacity Tracker into their daily routines, having it as a favourite on their web browser and utilising it on their smart phones.



“Takes seconds to update on Capacity Tracker; I do it twice a day when I check my emails.”

*Rachel Wallace,
Registered Manager of
Lavender Court Care
Home in Nafferton*



“With the support we’ve had from the local authority, we’re just glad to do anything that supports East Riding to have the information they need. Really recommend using the app on the phone, it’s so easy and quick; absolutely no problem.”

*Donna Jenkinson,
Registered Manager
of The Weir and
Woodleigh Manor Care
Homes in Hessle.*



The resource section provides a variety of information to all users, directing them to user guides, case studies and useful links.

“I also like the Resource Section which has lots of useful information like the NHS help line number, resilience and wellbeing information.”

Rachel Wallace, Registered Manager of Lavender Court Care Home in Nafferton

One of the benefits identified is how throughout the Covid-19 outbreak it changed how the sector communicated and shares information.

“One good thing that has come out of Covid is how much more we speak with each other; we share our practice and have stopped being competitive.”

Rachel Wallace, Registered Manager of Lavender Court Care Home in Nafferton