



Capacity Tracker supports Hull health and social care teams to focus resources.

Commissioners in Hull have been using the Capacity Tracker to support care homes through the Covid-19 pandemic, with the added benefit of further strengthening existing relationships between health and social care.

How has the Capacity Tracker benefitted your local system?

The Capacity Tracker has supported the Hull health and social care teams to focus their resources on supporting care homes and in further developing their relationships.

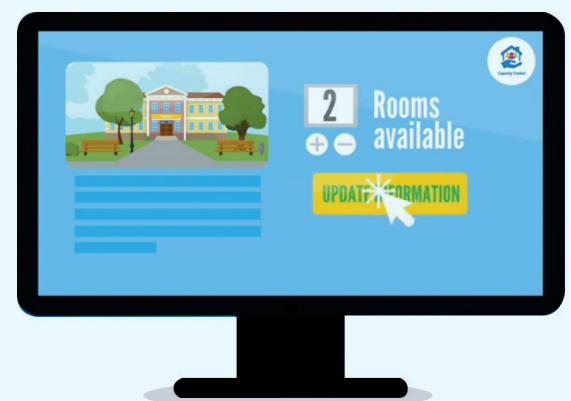
Using the updates submitted by care homes on the Capacity Tracker, it enables the teams to identify any care homes requiring support and to coordinate an appropriate response.

This has also resulted in the relationships between health and social care teams being more collaborative and supported the facilitation of enhanced sharing, enabling best possible support for care homes.

These adaptations to how these teams work has resulted in quicker access to support for care homes as it removes unnecessary steps of validation.

“We had issues with masks initially however the Emergency Tracker has resolved this; we get a stock of PPE when it goes red.”

Neil Bottomley,
Contracts Performance &
Quality Manager, Adults
Social Care, Hull City
Council



The teams continue to work with those care homes which don't update as frequently to ensure they have access to any support they need.

How has it felt for homes? – Saltshouse Haven

Initially the care home was receiving multiple phone calls from a variety of locations, many of which were asking for similar information.

Utilising the Capacity Tracker resulted in an allocated team of individuals who were contacting the care home.

This resulted in better relationships with the brokerage and discharge liaison teams, providing them with enhanced insight into the type of care Saltshouse Haven provides.

“At first when we were receiving calls every day from Hull City Council, we were feeling pressured and concerned we were going to be criticised but we've actually found these calls really rewarding. They've since moved to weekly calls as we've not had any issues but we still find them rewarding.”



With the additional daily routine of updating the Capacity Tracker, it has provided the care home with the confidence that any challenges they face which are highlighted on the Capacity Tracker, they will be supported quickly in resolving them.

As an example, they were struggling to source PPE and were provided with support to do so after rating themselves 'Red' on the Capacity Tracker.

“We've had training provided by the CCG on how to properly put on and use PPE which has been reassuring as we know we're definitely using it correctly which is key to combatting the spread of coronavirus.”